Call for Proposals (Terms of Reference)

Consultancy Services for Curating Urban Resilience Process and Tools

1. Background:

By 2050, two thirds of the world's population will be living in cities and towns, with over 90% of this growth occurring in the less developed parts of East Asia, South Asia, and Africa. In the Latin America and Caribbean (LAC) region, over 80% of the population currently lives in cities and towns. Many of the world's cities lack adequate infrastructure and resilient systems to withstand the impacts of multiple hazards and disaster risks. As a result, the risks and vulnerabilities of underserved urban communities are becoming more complex and intersecting with environmental, societal, and economic challenges.

The International Federation of Red Cross Red Crescent (IFRC) has started implementation of a five-year (2022-2027) Coastal City Resilience and Extreme Heat Action Project (CoCHAP) in collaboration with the Global Disaster Preparedness Center (GDPC) of the American Red Cross (AmCross), the Red Cross Red Crescent Climate Center and partner Red Cross Red Crescent (RCRC) National Societies (NSs) of Bangladesh, Indonesia, Honduras and Tanzania. However, CoCHAP is far from being the only urban programming across the IFRC network. As the disasters faced by urban communities, particularly related to climate change e.g. floods and heatwaves increase, the NSs are also increasingly embarking on urban interventions across the disaster management continuum. Besides the preparedness, response and recovery activities that include building community resilience to climate change, anticipatory action, and protection of the natural environment in urban context.

There is a plethora of tools that are available to the NSs who are interested in urban programming notably the Urban Resilience Toolkit (URT), the City Heatwave Guide or Urban Action Kit. There are also tools that can be applied to urban context with some degree of contextual adaptation (see Annex 1 for the full list). During the implementation of CoCHAP particularly, the NSs made many adaptations, and enhancements, particularly in the implementation of the City-wide Risk Assessment (CWRA). They strengthened the assessment through conducting enhanced Vulnerability and Capacity Assessments (EVCA) in high-risk communities and creating digital base maps through OpenStreetMap (OSM). Heat risk perception and impact studies and city heat action planning have been integrated into the process.

The challenge is that it is still difficult for the NSs to find the right information and tools that fits their level of knowledge, capacity and expertise to design and implement effective programs and projects in urban contexts. Besides, many of the NSs need external technical assistance and leadership support due to the complexities of the risks and urban settings. There is a need for IFRC to connect all the existing tools and fill the gaps in a coherent and systemic way to enable the NSs to navigate and address growing risks and vulnerabilities faced by urban communities.

American Red Cross (AmCross, the Client) on behalf of IFRC launched this consultancy to curate RCRC urban resilience programing process and tools, as well as identifying the gaps. AmCross formed a team of staff from IFRC, the RCRC Climate Centre, the NSs as the task team to guide the selected consultants throughout the study.

2. Aims, objectives and Scope

The overarching aim of this consultancy service is to increase the capacity of the RCRC National Societies to design and implement impactful programs and projects in urban context, through curating urban resilience programing process and tools.

The outputs of this consultancy will be hosted on preparecenter.org which is a repository of tools and resources for the RCRC network operated by the American Red Cross. While the main audience of the outputs will be the RCRC NSs, it is intended that the content will be useful for other community-based organizations and community leaders who would be interested in urban resilience building. The Consultant is expected to use the existing content from the tools and documents to be provided by the Client (include but not limited to those listed in Annex 1).

The objectives are as follows:

1. To **capture the learning from the CoCHAP project** in terms of carrying out the city wide and community level risk and vulnerability analysis, prioritizing risks, building coalitions, codesigning solutions and implementing matching grants to implement these solutions.

2. To **develop a non-linear process for** the NSs that enables them to design and implement programs and projects that fits their level of resources (capacity, expertise and funding) as well as the context that they operate.

3. To **design, develop and test the process** (with support from the Client at *www.preparecenter.org)* that connects the existing tools in a systematic and user-friendly way.

4. To **place the relevant content** with appropriate links using the existing tools and content to be provided by the Client.

5. To edit and redesign the Urban Resilience Toolkit according to the branding guidelines of IFRC with recommended revisions.

6. To develop a guidance document/tool to **help the users navigate the process** and find the information and resources they need efficiently.

7. To **develop a set of recommendations** for updating the existing tools and/or developing additional tools to improve the effectiveness of the developed process.

The main target audience of this consultancy will be the National Societies of Red Cross Red Crescent. To enable easy navigation, **it is expected to structure it around the list of questions** given in Annex 1. The consultant can suggest revisions to the questions based on the learning from the consultations. The final structure should guide and help the National Societies decide:

- **where in the process they are.**
- **which direction they would like to go; and**
- **depth and breadth of the efforts they would like to embark on.**

Additionally, the outputs are expected to be used by other non-governmental and community-based organizations, local governments, community leaders and other city stakeholders who strive to make an impact on urban resilience.

The consultant is expected to capture the learning and innovative aspects of the program and solution design process carried out by the NSs in Tanzania, Honduras, Bangladesh and Indonesia under CoCHAP.

3. Scope of work

The consultancy will be completed remotely with online consultations with the global teams. Main phases of the consultancy are as follows:

A. Inception:

1. Carry out initial consultations with the task team to finalize the list of the tools and resources to review and the key informants including the Zurich Climate Resilience Alliance (ZCRA) National Societies implementing CoCHAP to capture the learning and get insights and expectations.

2. Undertake a desktop review of content of the existing tools and resources.

3. Prepare an inception report and clarify:
   a. Initial findings
   b. Methodology and detailed timeline to complete the task.

4. Present and obtain the approval from the Client for the Inception report.

B. Designing, developing and testing the outputs:

5. Conduct a set of consultations with other NS that host toolkits (in addition to the American Red Cross hosting Preparecenter.org, British RC hosting CashHub, German RC hosting AnticipationHub) and IFRC Digital Transformation colleagues to learn how similar needs are being met in other parts of the RCRC network.

6. Design a non-linear process for the NSs that enables them to design and implement programs and projects that fits their level of capacity and expertise as well as the context that they operate.

7. Present and obtain approval of the Client.

8. Develop the User Interface (UI) that connects the existing tools in a systemic and user-friendly way and reflects the agreed design of the process.

9. Place the relevant content with appropriate links using the existing tools and content to be provided by the Client.

10. Identify the areas that need content development e.g., guidance tools, training materials etc.

11. Develop a guidance document and an explanatory video to help the users navigate the process and find the information and resources they need efficiently.

12. Develop a set of recommendations for updating the existing tools and/or developing additional tools to improve the effectiveness of the process and the tools.

13. Edit and redesign the Urban Resilience Toolkit according to the branding guidelines of IFRC with recommended revisions.

14. Present and obtain approval of the Client.

15. Test all of the final products on preparecenter.org. with support from the American Red Cross website manager.

16. Make necessary changes and finalize the deliverables.

C. Training and promoting the outputs:

17. Train a core group of people to be identified by the Client in the use and application of final products.

18. Organize a webinar for a wider audience to promote the final outputs of this consultancy.

4. Deliverables:

All of the deliverables will be completed before the end of the contract period.

1. Inception Report (within two weeks from the start of the contract)

2. Finalized and tested design of the process, content and guidance tools (Step 2, within ten weeks after approval of the Inception report)

3. Final Report including recommendations for content development (within two weeks after approval of Step 2.

4. Training and webinars organized.

All of the original digital files of the deliverables will be provided by the consultant to the American Red Cross. All of the materials to be produced under this consultancy will be property of American Red Cross on behalf of the IFRC.

5. Duration: This work is planned to start on June 01, 2025, and last for 20 weeks. All final deliverables must be made before the end of the consultancy period.

6. Technical Requirements

The qualified consultant will have:

1. Demonstrated experience in the design and development of high-quality online learning/knowledge system design.

2. Strong expertise in user experience (UX) design, with a focus on creating intuitive, accessible, and engaging digital experiences.

3. Understanding of challenges and opportunities in working in urban context, key stakeholders and risk assessment, action planning and collaborative approaches in city context, particularly in relation to climate change adaptation and community-based initiatives is desirable.

4. Proven analytical, speaking and writing skills in English is a must.

7. Application process

Interested applicants should email their proposals to aynur.kadihasanoglu@redcross.org and include singh@climatecentre.org as cc. The subject line of the email should include "Proposal for Curating Urban Resilience Process and Tools ". Successful applications will receive a receipt of confirmation.

The proposals to be submitted must include the following:

1. A personal statement telling us why you are the best candidate to undertake this consultancy.

2. Technical Proposal describing the proposed activities and deliverables, including a work plan. It should include examples from other organizations or on other topics that you think would be a good model or example for the RCRC to learn from.

3. A financial proposal, including cost breakouts per major activity and deliverable (budget must be all inclusive and in USD).

4. Latest curriculum vitae for key staff or partners that would be involved in the consultancy, showing relevant qualifications and experience.

5. Examples of websites/webpages or other similar products that the consultants have delivered.

6. **The deadline for submission of applications is 18:00 (GMT+2) on 25 May 2025.** Proposals received after the deadline will not be considered.

8. Evaluation criteria:

The successful proposals that include all of the required parts listed in Section 7, will be evaluated according to the criteria below.

Competencies	SCORE
Technical	**80/100**
Quality of the proposal (approach, methodology, understanding of the task)	*30/80*
Level of expertise of the team	*30/80*
Similar works completed	*20/80*
Financial	**20/100**

Annex 1: Framework for the design of the Urban Resilience Process and Tools

GUIDING QUESTION	Matching tool/content (existing)
Why is urban important?	IFRC Urban Preparedness videos (in 5 languages)
How do I know about the urbanization and related risks in my country (in general)?	World Cities Report 2024 IPCC Cities and settlements Report Coastal Hazards fact sheets. GDPC Heat Toolkit Conflict and Climate Change handbook
What does the urban programming process entail?	A visual bringing all the tools together (needed)
What kind of capacities do I need?	(Will be provided later) PARATUS Stress Testing Guide Urban Compass Urban Ready Standards for NS branches Preparedness for Effective Response (PER) urban considerations Multi Hazard Early Warning System Assessment (MHEWSA)
What are the training programs available to develop capacities?	Adapting to Urban challenges IFRC training GRC Mapping of context analysis tools in urban Resilience Measurement Dashboard Roadmap to Resilience 2
How do I know who and what (which systems) are at risk and vulnerable?	GDPC Urban Resilience toolkit (URT) Climate Resilience Alliance
How do I engage with the city actors?	Stakeholder Mapping and Coalition Building Toolkit

How do I engage with communities?	[CEA Toolkit](#)
What kind of action can I take?	[Urban Action Kit](#) IFRC [Humanitarian Opportunities explorer](#) [CO-designing Solutions Toolkit](#) [Nature-Based Solutions Toolkit](#) GDPC [Business Preparedness Kit](#) [Pandemic Preparedness Kit](#) [Cooling Centers for Heat Guide](#) [CoCHAP Project](#) [Alert](#) https://preparecenter.org/site/ifrcalerthubinitiative/Hub
What are the minimum quality indicators for urban engagement	[Core Humanitarian Standards (CHS)](#)