



Training: Primer on Digital Democracy and Civic Tech Scope of Work

Period of Performance: August 5 – September 30, 2024

Contract Type: Fixed Price

Project Overview

Across Pact’s portfolio of Governance programs, there is a recognition that effective democratic participation in the 21st Century necessarily includes and prioritizes digital engagement of constituencies and authorities alike. Our staff and partners are continuously grappling with the challenges, risks, and opportunities inherent in digital civic engagement and use of civic technology. Manipulative information – including misinformation and disinformation by anti-democratic actors – is increasingly a focus of Pact projects. Manipulative information is a major force undercutting faith in democracy, disempowering those working for accountable governance, and driving social division and conflict. On the other hand, the digital sphere is a key space for engaging citizens and influencing governments. Pact projects support civic actors to use a range of digital channels to pursue democratic reforms. This online civic engagement, however, occurs in the context of civic actors being subject to online attack by authoritarian governments and other bad actors.

Within Pact’s Governance programs, we use a range of civic tech and/or digital democracy approaches to support civic actors to organize and engage online. However, these are applied in an ad hoc manner as we do not have a documented approach or easily contextualized methods. We also are aware that there are many digital approaches that are currently beyond our technical skills to implement directly, but recognize that we need to be fluent in the applicability of these approaches.

As part of Pact’s Governance Agenda for the next three years, we will establish a set of practices around effective and ethical digital democratic participation. We therefore seek to expand our in-house technical expertise around digital democracy to enable our team to design, implement, adapt, and evaluate digital democracy interventions. The goal of this assignment is to train Pact’s Governance staff so that they have a better understanding of the concepts and approaches and are able to engage in more informed discussions, research, and program design.

Objectives

The selected Consultant will lead the development of a training curriculum and deliver the training to Pact DC’s Governance team (based in Washington, DC and remotely). Specifically, the consultant will:

- **Understand** the user requirements for a training on civic tech and digital democracy approaches based on consultations with DC staff and project staff
- **Develop** a training curriculum for Pact DC Governance staff that covers the basic concepts of civic tech, as well as more technologically sophisticated approaches and how they are used
- **Train** 13 staff in an approximately 12-hour hybrid training course, using good practices in adult learning.

Pact Responsibilities

The Pact Governance team will provide the consultant with relevant project documents and other reports, and support the consultant to speak to Pact staff, including 2-3 project teams, as appropriate and feasible. The Pact Governance team will provide the consultant with critical feedback on all draft materials, both at the inception stage of the consultancy and as deliverables are drafted. The Pact Governance team will also be available for ongoing consultation throughout the work.

Consultant Duties and Responsibilities (with estimated delivery dates)

- Attend inception meeting with Pact DC Governance staff to determine appropriate scope and boundaries of work and to understand the user requirements for a training (no later than August 6, 2024)
- Develop detailed work plan for assignment (no more than 3 pages), with inputs from inception meeting (no later than August 9, 2024)
- Review external documents from other implementers and funders (evaluation reports, other reports) and review other relevant literature
- Review key project documents and consult with a limited set of staff from 2-3 Pact projects implementing civic tech interventions to understand how Pact projects use these approaches
- Develop a curriculum for a hybrid training for Pact DC's Governance staff on key civic tech approaches and what they are used for, inclusive of discussion and opportunities for hands-on learning (draft no later than August 23, finalized no later than September 10, 2024)
- Deliver hybrid training to Pact DC's Governance team (13 people based in Washington, DC and remotely). We anticipate the training will be about 12 hours, split across 2 or 3 days, and will be recorded for internal use (no later than September 20, 2024).¹
- Conduct verbal debrief with select staff on observations from the training (no later than September 30, 2024).

Qualifications

- 10+ years of experience working with democracy, rights and governance programs or organizations
- Demonstrated understanding of digital democracy approaches, including mis/disinformation, social media engagement, use of civic technology, machine learning, and collaboration with the private sector
- Strong planning and inter-cultural communication skills

¹ Preference is for the consultant to deliver the training in-person in Pact's Washington, DC office (1140 3rd Street, NE, Suite 400, Washington, DC 20002), with virtual attendance by some Pact staff. If required, the training can be delivered virtually.

- Excellent training and facilitation skills
- Fluency in English

Application Instructions

Applications must be submitted to Kate Byom, Governance Director (kbyom@pactworld.org) by July 26th, 2024.

Documentation required for application:

- Resume/CV
- Biodata Form (<https://www.usaid.gov/forms/aid-1420-17>)
- A relevant, short sample of work (written, video, training slide deck, etc.)
- Cost proposal, *which should not exceed \$8,000*

Evaluation Criteria

Pact will evaluate applicants (individuals or firms) using the following criteria:

Criteria	Score (Out of 100 total pts.)
Past performance: relevant experience applying civic tech/digital democracy approaches to civil society/civic engagement projects; demonstrated experience training on these approaches	50
High quality sample of work	30
Cost proposal	10
Ability to deliver services no later than the dates required	10
Total:	100

Terms and Conditions

Disclaimers

- Pact reserves the right to modify by written notice the terms of this solicitation at any time in its sole discretion. Pact may cancel the solicitation at any time.
- Pact may reject any or all proposals received.
- Issuance of solicitation does not constitute award commitment by Pact.
- Pact reserves the right to disqualify any quotation based on applicant's failure to follow solicitation instructions.
- Pact will not compensate applicants for their response to the solicitation.
- Pact reserves the right to issue an award based on initial evaluation of applications without further discussion.
- Pact may choose to award only part of the scope of work in the solicitation or to issue multiple awards the scope of work.
- Pact reserves the right to waive minor proposal deficiencies that can be corrected prior to award determination to promote competition.
- Pact may contact applicants to confirm information and that the proposal was submitted for this solicitation.
- Pact may contact listed past performance references without notice to the applicant. Pact also reserves the right to contact other past performance information sources that the applicant did not list in the proposal.

- By submitting a proposal, the applicant confirms they understand the terms and conditions.
- Information pertaining to and obtained from the applicant as a result of participation in this solicitation is confidential. The applicant consents to the disclosure of the documents submitted by the applicants to the reviewers involved in the selection process. Please note that all reviewers are bound by non-disclosure agreements.