360-Degree Feedback Specialist Services

African Leadership in ICT (ALICT) Programme

Type: Services

360 Degree Feedback Service Provision:

Start date: 25th September 2012

Finish date: 24th December 2012

GESCI, the *Global E-Schools and Communities Initiative*, is a non-profit organisation founded by the United Nations ICT Taskforce. GESCI, with its headquarters in Nairobi, Kenya, provides strategic advice to relevant Ministries in developing countries on the effective use of Information and Communication Technologies (ICTs) within the context of inclusive Knowledge Societies. See http://gesci.org/.

GESCI is seeking an experienced 360-Degree Specialist agency of group with comprehensive experience in conducting and delivering 360-degree feedback. The agency is expected to provide a range of services to complete a 360 degree assessment for a leadership evaluation of a group of GESCI stakeholders, external to GESCI.

The 360 Degree Agency will be responsible for:

a) Developing a tailor made 360 reports for 200 individuals from different organizations that are part of a training course (each of whom will receive feedback from 6-10 people) based on a leadership questionnaire competency framework that has been developed by GESCI. The schedule for this deliverable is 25th–29th September'12. Please refer to annex 1 for information on the suggested data collection form
b) Setting up a Custom 360 micro-site 25th – 29th September'12– the microsite is for hosting the questionnaire for course participant access
c) Hosting the leadership questionnaire for data collection from 1st October'12
d) Hosting the micro-site for three months from 25th September'12 to 24th December'12
e) Elaborate an individual report per participant based on the individual and reviewers answers. The output produced should include 360 feedback and analysis in various formats related to current and expected organizational behaviours (with graphical overview of evaluation, competency summary (overview, comparison of self-perception with feedback from respondents, sequencing of highest and lowest etc.,), competency detail for each competency, written comments and comparison of feedback with appraiser's own thoughts, highlights/ lowlights etc.
f) Delivery of feedback reports in soft copy form to GESCI (not to respondents): from 26th - 30th November'12
g) The platform should be active till the finish date of the contract

Key requirements for the 360 Degree Agency are:

- Experience in working on online 360 degree feedback and tailoring services to needs
- Samples and breakdown of report generation
- Good time management and organizational skills to prioritize workload and meet tight deadlines

Duration: The time frame of the service provision duration is as below;

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Service Fee:

The service fee will be Euro……./-. This amount is inclusive of 20 % withholding tax under Kenyan legislation for external consultants.

Expected Outputs:

- Tailor made 360 worksheet for 200 respondents (each of whom will receive feedback from 6-10 people) based on a leadership questionnaire competency framework that has been developed by GESCI
- Customized 360 micro-site
- Leadership questionnaire upload
- Three months hosting of micro-site
- Comprehensive feedback reports - with graphical overview of evaluation, competency summary (overview, comparison of self-perception with feedback from respondents, sequencing of highest and lowest etc), competency detail for each competency, written comments and comparison of feedback with appraiser's own thoughts, highlights/ lowlights etc.

Schedule for deliverables:

- Developing a tailor made 360 worksheet for 200 respondents (each of whom will receive feedback from 6-10 people) based on a leadership questionnaire competency framework that has been developed by GESCI by 25th September'12
- Setting up a Custom 350 micro-site by 25th – 29th September'12
- Uploading the bespoke leadership questionnaire by 25th – 29th September'12
- Hosting the micro-site for three months from 25th September to 24th December'12
- Delivery of feedback reports to GESCI (not to respondents): from 26th – 30th November'12

Payment schedule:

20% upon completion of customized and bespoke questionnaire

80% upon delivery of reports for all respondents

The service provider will be required to sign a confidentiality clause whereby information accessed through the ALICT module development process can only be disclosed and shared with authorized members of the programme. GESCI will have ownership over any Intellectual Property developed for or derived from the 360 degree process.

To participate:
Please submit your agency profile and services with a cover letter on or before **14th September 2012** specifying why you qualify for this task. Please include links or attachments of previous material you have developed, with specific focus on report exemplars and additional tools.

Further information related the position can be obtained from: Senthil Kumar, Deputy Programme Manager – ALICT at Senthil.kumar@gesci.org

Annex 1: The GESCI Leadership 360-Degree Questionnaire

(see document in attach)