

TERMS OF REFERENCE FOR EXPERTS

Terms of reference for on-site activities and missions

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| <p>Action code and partner country: <i>SOCIEUX 2020-22 NIGERIA</i></p> <p>Action title: <i>Community-based information on containment of COVID-19 infections</i></p> <p>Partner institution: <i>National Social Safety Nets Coordinating Office (NASSCO)</i></p> <p>Activity number and title (if applicable): <i>Activity 1 – Development of a workshop to strengthen NASSCO capacity to provide effective community-based communication and awareness-raising, including in response to COVID-19</i></p> <p>Date of implementation of activity/ies: <i>March 1st, 2021 to April 30, 2021</i></p> <p>Expert positions and responsibilities (by activity):</p> <p><i>Activity # 1: Expert #2 –8. Individual capacity building and 3.6 Service delivery</i></p> <p>Workload:</p> <p><i>Activity #1 - Expert #2: 16 days</i></p> <p>Call for experts' reference: 20-22/NRA/1</p> |
| <p>Version - #: <u> 1 </u> <input type="checkbox"/> Draft <input checked="" type="checkbox"/> Final Date: <i>January 21, 2021</i></p> |

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Partnership led by:

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1 BACKGROUND INFORMATION

1.1 Country overview

A key regional player in West Africa, Nigeria accounts for about half of West Africa's population with approximately 202 million people and one of the largest populations of youth in the world. The governmental system is a Federal Presidential Constitutional Republic. The capital city is the Federal Capital Territory, Abuja. Nigeria is divided into 36 states and one Federal Capital Territory, which are further sub-divided into 774 Local Government Areas (LGAs). A multinational state, Nigeria is inhabited by more than 250 ethnic groups with over 500 distinct languages all identifying with a wide variety of cultures. It has six geo-political zones and English is the official language. Since its return to democracy in 1999, the country held several national elections. The incumbent president, Muhammadu Buhari was sworn in for a second term in 2019.

Nigeria is the largest economy in Africa. The major economic sectors in terms of contribution to the National GDP are Agriculture (22.55%), Trade (17.57%), Information and Communication (12.68%) and Mining and Quarrying (8.26%). However, while it has made some progress in socio-economic terms in recent years, the lack of job opportunities is at the core of the high poverty levels, of regional inequality, and of social and political unrest in the country. The eleven-year crisis due to the Boko Haram insurgency and a lack of economic development in the northern part of the country has led to high political, social and economic instability, internally displaced persons and is now compounded by the COVID-19 pandemic.

The country continues to face developmental challenges, which include the need to reduce the dependency on oil and diversify the economy, address insufficient infrastructure, and build strong and effective institutions, as well as governance issues and public financial management systems. Inequality in terms of income and opportunities has been growing rapidly and has adversely affected poverty reduction. Large pockets of Nigeria's population still live in poverty, without adequate access to basic services. Nigeria's HDI value for 2018 is 0.534— which put the country in the low human development category— positioning it at 158 out of 189 countries and territories.

As of 10th September 2020, there have been 55,829 confirmed COVID-19 cases in Nigeria. The COVID-19 pandemic is placing a significant strain on healthcare facilities that are already overwhelmed by lack of capacity, especially in the North-East where conflict persists. The LGAs most impacted by COVID-19 also have a high prevalence of comorbidities with other diseases and other public health risks (damaged public health facilities, inaccessible populations unable to receive vaccinations and other essential health services, and congested camp and camp-like settings). A lack in social protection measures for vulnerable populations might exacerbate the current situation, with further heightened risks for the most vulnerable population groups, and trigger unrest and greater criminal activity or foster enrolment into non-state armed groups.

1.2 Sector situation

In recent years, the Nigerian government and its development partners have sought to develop social protection instruments to tackle the country's high rates of poverty and vulnerability. Social intervention programmes were introduced in Nigeria with emphasis on employment opportunities and poverty reduction (2004 National Economic Empowerment and Development Strategy, NEEDS) and universal primary education, reducing child mortality and improving maternal health care (2007). These sets of interventions, however, did not achieve the desired result due to weak statistics on poverty, particularly on income poverty and following the demise of the then president in 2010. The Goodluck Jonathan administration also recognized the importance of social protection intervention by introducing the Youth Enterprise with Innovation in Nigeria (YOUWIN) and Community Service Schemes with human capital development in mind.

The incumbent administration has identified fighting corruption, increasing security, tackling unemployment, diversifying the economy, enhancing climate resilience, and boosting the living standards of Nigerians as main policy priorities. The new administration created in 2016 the National Social Safety Net Coordination Office (NASSCO), placed under the department of the Vice President, with the responsibility of coordinating all social assistance programmes in Nigeria. The administration launched a series of Social Investment Programmes specifically targeting households living in poverty throughout Nigeria, which include: the National Cash Transfer Office (NCTO), implementing cash transfers to targeted vulnerable households; Youth Empowerment and Social Support Operations (YESSO), supporting vulnerable youths with life skills trainings, grants and reorientation;

and the Community and Social Development Project (CSDP) providing grants to boost the development agenda of vulnerable communities. These programs were encapsulated in the Government of Nigeria National Social Safety Nets Project (NASSP). The percentage of GDP spent on social protection in Nigeria (around 2%) is however considerably low compared to some other countries.

In response to COVID-19, the Government announced six social protection measures, according to the global monitor on Social protection responses to Covid-19 crisis around the world¹. Responses announced by Nigeria cover the various social protection functions of health, food and nutrition, special allowances/grants and tax relief. In addition, Lagos state and other states are rolling out state-level interventions.

1.3 Role of partner institution in the sector

The National Social Safety-Net Coordinating Office (NASSCO) was established in 2016 by the Government of Nigeria in partnership with the World Bank to strengthen social safety nets and social protection system in Nigeria as a core strategy to help end extreme poverty and to promote shared prosperity. The core mandate of NASSCO therefore is to lay a strong foundation of rigorous and reliable evidence of poor and vulnerable households in Nigeria, by building a National Social Register (NSR), as well as coordinate, refine and integrate the social safety-net programs into social protection systems, while ensuring policy coherence.

Given the multi-sectoral nature of social protection, governments at various level are increasingly establishing mechanisms and bodies to enhance coordination across institutions, ministries and functions. Social safety net programs often involve a range of ministries and sectors for program implementation, especially in the case of conditional transfers. Coordination is key when coordinating systems functions. For this purpose, NASSCO as the coordinating organ of NASSP has set down protocols for engagement with the States and LGAs across the country.

In April 2020, NASSCO released the National Social Register of Poor & Vulnerable Households (PVHHs) by states, with the aim to contribute to COVID-19 Government response measures by identifying vulnerable people which may benefit from the Federal Government COVID-19 response as a priority. To date, NASSCO identified over 13 million PVHHs individuals in over 3 million households across the 36 states. This census is ongoing, so far covering 465 LGAs, 5'351 wards and over 50'000 communities.

NASSCO is also developing a rapid-response register for palliative measures for the general population, consisting in cash-transfers and other benefits. NASSCO's citizens engagement is aimed at creating an environment that facilitates effective delivery of project benefits through promotion of transparency and accountability, citizen participation, a system of registration and resolution of grievances, collecting information that can be used to improve operational performance, deterring fraud and corruption, and mitigating project risks. On the other hand, Grievance Redress Mechanism (GRM) is a system designed to respond to queries or clarifications, resolve problems with implementation, and efficiently and effectively address complaints and grievances. In general, the systems are designed to address citizen's needs in project interventions, assure beneficiary participation, contribute to building an effective feedback system to improved results.

Nigeria has been affected by the COVID-19 pandemic with over 100'000 cases to date. A community-based approach can improve contact tracing and detection of cases and promote early treatment, as identified by the national strategy. NASSCO is developing a rapid-response register for palliative measures for the general population (cash-transfers and other benefits), but a gap was identified in the capacity of staff in NASSCO, including State Operations Coordinating Units (SOCU), and LGA Desk Offices, to raise awareness and reach out to local communities on a routine basis. Specifically, there is the need to effectively produce and disseminate information to sensitize local communities about risks, best practices and behaviours, so to help protect higher-risk individuals and communities from the adverse impacts of COVID-19. In addition, following the adoption of the rapid-response mechanism in the coming months, NASSCO expect to receive an increased volume of complaints from households that are not eligible/not receiving the benefits that would need to be addressed promptly by staff at various levels.

2 ACTION DESCRIPTION

¹ <https://www.social-protection.org/gimi/ShowWiki.action?id=3417>

2.1 Overall objective

To raise awareness and knowledge at community level about risks, best practices and behaviours, including for dealing with COVID-19 infections

2.2 Specific objective (s) (purpose)

SO1: To strengthen NASSCO approach to community-based awareness raising, including in the response to COVID-19 infection prevention, control and spread

2.3 Expected results

ER1: NASSCO's capacity to enhance community-based information and sensitization, including on combating COVID-19 infection spread, is strengthened

2.4 Final deliverables

D1: Workshop materials providing guidance on effective communication strategy and techniques to raise awareness in local communities, including in response to the health and social impacts of Covid-19

3 METHODOLOGY

3.1 General methodology (of the action)

Experts shall conduct a series of workshops aimed to inform and strengthen NASSCO capacity to disseminate in an effective and efficient manner communication and awareness-raising messages at the community level. The workshops content should be designed to give the partners a general methodology to address health and social risks of poor and vulnerable members. Throughout the workshops, Experts will provide participants with guidance and recommendations on how to strengthen communication messages to reach out vulnerable people. They would draw examples from their own experience and EU examples on the Covid-19 crisis, however being able to adapt the message to multiple contexts.

The workshops may include for example: considerations of the most effective channels of communications and practical guidance for reaching out to local communities (particularly the poor and vulnerable households) and local stakeholders; considerations on how to simplify key messages on hygiene and sanitation that would enhance community-based sensitization on combating COVID-19 and other infection spread; if needed, to guide staff on how to effectively address future complaints from households that will be left out from the palliative measures set out in the rapid-response mechanism criteria.

3.2 Planned activities (work plan of the action)

The following activities are currently planned for the action:

- Activity 1 – *Development of a workshop to strengthen NASSCO capacity to provide effective community-based communication and awareness-raising, including in response to COVID-19*

The present terms of reference cover the services expected for activities of the above work plan:

- Activity 1

3.3 Inclusion of cross-cutting issues

SOCIEUX+ recognises the importance to include cross-cutting issues in social protection, labour and employment policies and systems. The following cross-cutting issues are duly taken into account:

- Gender equality;
- Human rights (including rights of children, people living with disabilities, vulnerable groups and minorities);
- Social and economic inclusion of vulnerable groups.

4 ACTIVITIES DESCRIPTION

4.1 Tasks

Given the current pandemic situation and in light of the restrained entering conditions to Nigeria, *the activity will take place entirely remotely*. SOCIEUX+ will provide the experts, on request, with access to remote work platforms (Zoom Pro or Moodle), according to their proposed methodology.

The principal expert will lead the remote mission. He/she will be responsible for the delivery of all deliverables of the activity (see below Section **iError! No se encuentra el origen de la referencia.**). He/she will be responsible for the preparation, coordination, implementation and reporting of the overall activity towards SOCIEUX+.

NASSCO will be responsible for inviting all the staff who will participate in the workshops led by the experts. The workshops may be attended by the NASSCO team at both federal and local level.

An outline of the methodology and agenda have already been drafted by the Principal Expert. The selected expert will thus contribute to updating and enriching the existing proposal according to the respective expertise. Experts will prepare the workshop materials according to the proposal content.

Tasks of the Experts' team:

Preparation phase

- 1) Get substantial knowledge of the local context by reviewing relevant background documents provided by SOCIEUX+ and the Partner Institution, familiarise themselves with the SOCIEUX+ templates and materials, consider possible communications and knowledge management aspects of the activity.
- 2) Agree with the Partner resource-person on updated methodological note and detailed agenda (intermediate deliverables). The agenda will include a detailed calendar of meetings and list of participants. The methodological note should also include indications on the online platform to be used (ZoomPro or Moodle as provided by SOCIEUX+, or other).
- 3) Submit to SOCIEUX+ the finalised intermediate deliverables as agreed with the Partner for validation.
- 4) Prepare the workshop materials as per the methodological note and agenda.
- 5) Participate to a briefing meeting with SOCIEUX+, ahead of the start of the mission. The purpose of this meeting will be to validate the intermediate deliverables and clarify any other aspects to take into account, including possible communications and knowledge management opportunities. A separate meeting may be organised with SOCIEUX+ Communications specialist and/or Knowledge development specialist as needed.

Implementation phase:

- 6) Conduct the workshops with the identified participants as per the methodology and agenda.

- 7) Disseminate evaluation online forms, to be compiled by the participants to the sessions (PAF).
- 8) Organise an informative meeting with the EU Delegation office in Abuja, with the purpose of informing the delegation of the activity results.
- 9) Channel to SOCIEUX+ all visibility materials that can be useful to inform the public about the activity (pictures, screenshots from online meetings, interviews, brief articles). Experts may take recordings from the sessions at the request of the Knowledge development specialist.

Reporting phase:

- 10) Submit to SOCIEUX+ the final deliverables packaged in the form of reports and annexes as indicated in 4.2.2. SOCIEUX+ will validate and submit the Activity report and workshop materials to the Partner.
- 11) A final round of comments may be organised to take into account possible remarks to the final deliverables from the Partner and/or SOCIEUX+.

4.2 Deliverables

4.2.1 Pre-mission deliverables

- P1: A methodological note, detailing the working approach, tools and methods to employ, a risks analysis. The Methodological Note shall not exceed 3 pages (excluding cover page and annexes).
- P2: A activity/mission agenda, detailing the calendar and participants to the remote trainings to be held, topics etc. The Activity/mission Agenda shall not exceed 2 pages.

4.2.2 Final deliverables

- ExMR: An individual Expert Mission Report (ExMR) in SOCIEUX+ format (template provided). This report is a confidential product intended solely for and use by SOCIEUX+. The expert team may also submit a single-joint ExMR report if they prefer to do so (see instructions on the template).
- ExF: An individual completed Expert Feedback Form (ExF) completed online (see instructions and link on the ExMR template).
- AcR: A collective Activity Report (AcR) in SOCIEUX+ format (template provided). This AcR is to be produced jointly by the mission team. It is intended for the Partner Institution, and will be shared, most probably, with key stakeholders of the action. The report will reflect the tasks conducted in during the activity. It shall provide a meaningful contribution towards the final deliverables of the action.
- Final deliverable D1 - Annex to AcR: Workshop materials providing guidance on effective communication strategy and techniques to raise awareness in local communities, including in response to the health and social impacts of Covid-19.

5 REPORTING AND SUBMISSION OF DELIVERABLES

5.1 Formats

All deliverables and products of the activity (notes, reports, presentations, etc) shall comply with the formats and templates provided by the SOCIEUX+ Team.

All deliverables are to be submitted in electronic in electronic editable versions [Microsoft Word 97-2003 [doc], PowerPoint 97-2003 [ppt] and Excel 97-2003 [xls]; or in equivalent OpenDocument format). Non-editable electronic document such as in Portable Document Format (PDF) shall not be accepted.

Templates for electronic presentations during the activity/mission are provided by the SOCIEUX+ Team. These templates are in Microsoft PowerPoint format and comply with the SOCIEUX+ Corporate Image standards. These templates are to be used as a sole format by all members of the expert mission team. They are to be used for all presentations by the experts during and for the activity/mission. The use by the experts of their own, or their organisation(s), templates or formats are not allowed unless otherwise instructed in written [by email] to the experts by the SOCIEUX+ Team.

All versions of deliverables or other products used or produced during activity/mission by the experts shall include the following disclaimer:

“Disclaimer:

The responsibility of this publication sole lies with its authors. The European Union, the European Commission, the implementation partners of SOCIEUX+ and the SOCIEUX+ Staff are not responsible for any use that may be made of the information contained therein.”

Please refer to the expert information package for further guidance on communication and templates.

All deliverables are to be provided in English.

5.2 Submission and approval

All deliverables versions (drafts, final or other) shall be submitted directly and only to SOCIEUX+ Team, unless otherwise instructed in written [by email] to the experts by the SOCIEUX+ Team.

5.2.1 Pre-mission deliverables

- Pre-mission deliverables shall be submitted no later than 5 working days before the start of activity or departure of the mission of the experts, whichever is the earliest.
- Pre-mission deliverables will be shared and reviewed by the SOCIEUX+ and the Partner Institution. Feedback on the deliverables should be provided to the Principal Expert at latest 2 days before the start of activity or departure of the mission of the experts, whichever is the earliest. Comments and recommendation of this feedback shall be taken into account for the implementation of the activity/mission by the experts. Only the mission agenda shall be resubmitted with revision if requested by the SOCIEUX+ Team.

5.2.2 Final deliverables

- The first draft versions of the final deliverables are to be submitted no later than 10 working days upon completion of the activity or return of the experts.
- Feedback to the first draft version of the report should be provided 10 working days after its submission.
- Inclusion of the feedback on drafts versions is expected 5 working days upon reception of the comments by the principal expert. (In general, no more than one round of feedback and revision is required, unless the quality of the deliverables is considered unsatisfactory by the SOCIEUX+ Team or/and the Partner Institution.)

- Final versions of the deliverables should be approved or rejected no later than 10 working days upon their submission to the SOCIEUX+ Team.
- Final payments and reimbursement of travel costs to experts can only be authorised upon approval of the final version of the deliverables by SOCIEUX+.

6 REQUIRED EXPERTISE

6.1 Expertise profile

Expert #2

Area(s) of expertise: E15 Social Services

Specific skill(s) of expertise: 8. Individual capacity building and 3.6 Service delivery

Requirements (essential/required):

- *Education: university level (Masters or PhD relating to the subject are considered a plus)*
- *At least 15 years of professional experience within EU public administrations or, academia, social partners, civil society organizations*
- *Substantial knowledge on local-community awareness-raising successful strategies and mechanisms on health and social service delivery*
- *Proven experience in delivering trainings to staff at multiple levels on community-based approach to awareness-raising*
- *Experience on delivering workshops on containment of COVID-19 infections*
- *Fluent in English, written and oral;*
- *Acute sense of diplomacy and institutional relations.*

Additional assets (advantageous in selection):

- *A previous experience in delivering short-term technical assistance in international cooperation;*
- *A previous professional experience in sub-Saharan Africa*

6.2 Estimated workload

| | Preparation | On-site work | Travel | Reporting & deliverables | Total Working days |
|--------------|--------------------|---------------------|---------------|-------------------------------------|---------------------------|
| Expert (#2) | 3 | 10 | 0 | 3 | 16 |
| Total | 3 | 10 | 0 | 3 | 16 |

7 APPLICATIONS

7.1 Call for experts

All calls for experts for SOCIEUX+ activities are published online on the SOCIEUX+ website. Interested experts should submit their application on the SOCIEUX+ on-line expert

database: <https://pmt.socieux.eu> (currently only available in English). The application process is:

1. If they have not already, experts create their SOCIEUX+ account by clicking on “Create an account” using an email address.
2. Login details for their account will be sent to experts by email, experts should create and submit their profile for review by²:
 - a. Providing contact details
 - b. Providing information on the competences, skills and working history of the expert. Experts are required to provide only limited information through fields marked with an asterisk. However, *experts are encouraged to complete in most detail de sections on skills and competences as the SOCIEUX+ Team also regularly reviews profiles in the roster to identify and contact potential experts for future missions.*
 - c. Uploading of a curriculum vitae, preferably in Europass format³.
3. Once their profile is approved by the SOCIEUX+ Team, they can apply to any available calls for experts accessible under the tab “Call for experts” and click on “Apply.”

If more information is needed, please contact SOCIEUX+ by email at experts@socieux.eu with the reference number of the application.

Collaborative or interested institutions wishing to make expertise available for a specific call for application may directly contact the team of SOCIEUX+ at experts@socieux.eu.

7.2 Selection of experts

In principle, SOCIEUX+ mobilises experts from the public administrations and mandated bodies of EU member states, and practitioners working for social partners, including:

- Practitioners, civil servants and employees from publicly mandated bodies;
- Collaborators and employees of social partner institutions, such as trade unions and employer associations; and,
- Academic and research institutions.

Active public experts from collaborative institutions are given priority in the selection.

Private consultants may also apply. Their application will be considered in case an appropriate public expert cannot be identified.

Only short-listed applicants may be contacted. The selection process may include interviews by phone or other communication means.

Interested candidates may download the **Guide for Experts and Collaborative Institutions** with detailed information on contracting with SOCIEUX+ at www.socieux.eu

7.3 Contracting of public experts

Public experts can be in active duty or retired. Retired employees from international specialised agencies or cooperation agencies can also be mobilised, without regard to their former employer's collaborating with SOCIEUX+ on a specific action. Retired experts are considered as public experts for all purposes, benefits, and financial compensation provided by SOCIEUX+.

Short-listed candidates may be required to provide the contact of employer or proof of their ability to be directly contracted under their status as civil servant or public employee.

² SOCIEUX+ expert database and other management tools comply with the General Data Protection Regulation (GDPR) -Regulation (EU) 2016/679.

³ Europass templates for CVs are available here: <http://europass.cedefop.europa.eu/en/documents/curriculum-vitae/templates-instructions>

7.4 Financial compensations

Contract officials or active-duty or retired employees are entitled to standard fixed allowances of 350 euros per working day worked. The fees of private consultants are negotiated according to their number of years of relevant expertise and the standard scale of SOCIEUX+.

Retired experts are assimilated to public employees for all intents and purposes, benefits and financial compensation provided by SOCIEUX+.

National regulations on remuneration and compensation of public employees and civil servants applies, and may limit the payment of allowances by SOCIEUX+. The responsibility for compliance and verification lies with individual experts and their institutions of origin. The payment of income or other taxes is the sole responsibility of the mobilised experts and/or their organisations.

7.5 Travel costs

All travel expenses for the mobilised experts (public, private or international institutions) are covered by SOCIEUX in accordance with the **Guide for Experts and Collaborative institutions** with detailed information on contracting with SOCIEUX+ (version as on date of signature of the contract).

8 COMMUNICATION & VISIBILITY

SOCIEUX + can use its communication channels, such as the web, newsletter and other media, to share information about the implementation and results of the activities. For this, contributions of the experts mobilised are expected. The experts may be requested to provide such contributions in the field of communication as photographs, provide short texts, and interviews.

Short briefings, before and after the mission, with the Communication Officer of SOCIEUX+. These briefings will provide the opportunity to identify communication opportunities and strategies.

For specific activities, visibility products, such as brochures, USB sticks, notebooks and pens, can be made available to experts for on-site distribution.

9 CODE OF CONDUCT

The experts mobilised by SOCIEUX+ will provide technical assistance from the preparatory stages of each activity to the delivery of products. The SOCIEUX+ Team will assist experts to fulfil their assignments by supporting and advising on the preparation of background materials before meetings. The SOCIEUX+ team will collect feedback from partner institutions and relevant stakeholders to ensure that mission reports and recommendations are delivered to national authorities, the EU Delegations in the partner countries and EuropeAid. The experts mobilised are not representing SOCIEUX+ or the EU. Technical opinions and recommendations expressed are their own. They shall not express negative opinions on the implementation of actions supported by SOCIEUX+ to third parties. Nevertheless, they shall be aware of SOCIEUX+'s objectives and functioning, and promote its services at the best of their knowledge, whenever possible and feasible.

The experts shall perform their duties in the Partner Country in a way that is fully compliant with and respectful of the local institutions, policies and cultural behaviours. They shall particularly adopt a culturally-sensitive behaviour in their way to deal with the local counterparts.

10 OTHER CONSIDERATIONS

If applicable

11 ANNEXES

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