

# Framework Agreement for Consultancy Services for a Technical Support and Capacity-building Helpdesk for Civil Society

Call for Tenders  
January 2025

## Background

Global Partners Digital (GPD) is a social purpose company based in the UK working to ensure that human rights underpin the development, use and governance of digital technologies. We do this by shaping more rights-respecting laws and policies, and helping to build a more diverse policy ecosystem. Our work cuts across a number of digital policy issues including internet fragmentation.

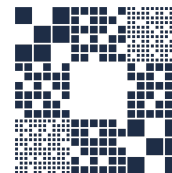
GPD is currently implementing a two year project – **Preventing Internet Fragmentation (PIF)**. The project is funded by the **US State Department’s Bureau of Democracy, Human Rights and Labour (DRL)** ending in September 2026. The project aims to counter Internet fragmentation and enable an open, interoperable, reliable and secure Internet that promotes and protects human rights.

The project seeks to achieve this by 1) building the technical knowledge and the capacity target CS to advocate against Internet Fragmentation efforts in technical standard setting bodies and multilateral forums; 2) implementing a coordinated CS advocacy strategy to counter IFrag at the technical layer by shaping the discussions and outcomes of technical standard setting bodies; and 3) implementing a coordinated CS advocacy strategy to reinforce and protect the multistakeholder model of Internet governance across the ecosystem.

TSSBs and multilateral forums being targeted as part of the project include:

- The International Telecommunications Union (ITU)
- The Internet Engineering Task Force (IETF)
- Internet Corporation for Assigned Names and Numbers (ICANN)
- World Summit on the Information Society (WSIS+20)
- Summit for the Future (SotF) and the Global Digital Compact (GDC)

As part of the implementation of the CIF project, therefore, GPD is establishing a technical support helpdesk for CS partners engaging in TSSBs and relevant



multilateral forums to provide them with technical and contextual expertise, analysis and strategic support ahead of identified meetings and conferences, as well as ad-hoc support as required.

## About the call for tenders

GPD is seeking to engage two or more expert consultants to provide services for a **technical support helpdesk** for CS project partners engaging in target TSSBs and relevant multilateral forums under the PIF project.

### Services

The types of services required as part of the helpdesk are divided into three areas as follows.

#### 1. Capacity-building support and resource development

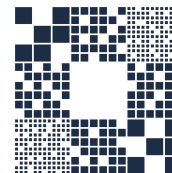
Design and delivery of capacity-building activities and training, including but not limited to: “masterclass” sessions of 1-2 hours each to CS partners on relevant topics and in alignment with partners’ need and engagement priorities; bespoke training and mentoring based on specific requests for support; tailored capacity-building resources, including policy briefs, technical explainers, fact sheets and other resources. Sessions should be both informative and collaborative, with consultants providing information necessary for understanding the issues and proposals as well as tailored feedback and recommendations for CS engagement in TSSBs and relevant multilateral forums.

Topics of interests and sessions will be identified by GPD and CS partners as part of an earlier needs assessment process, and will be developed in close coordination with GPD.

#### 2. Technical & strategic expertise

Provision of regular and ongoing expert support directly to CS partners to guide their engagement in the identified TSSBs and relevant multilateral forums. The types of expert support required include, but are not limited to:

- Reviewing and providing input into engagement strategies and advocacy materials (such as joint statements, inputs, etc.)
- Responding to questions on specific technical concepts relating to internet governance and fragmentation trends, understanding of technical issues and proposals or forum-specific engagement.
- Attending and/or facilitating discussions with CS partners to coordinate ahead of key meetings as identified in the engagement strategy and



partner workplans, with a focus on providing tailored recommendations for individual partners.

Support could be provided in the form of briefs, calls, email, group coordination messaging apps.

### 3. Monitoring and updates

Monitor relevant processes to ensure that engagement under this project remains up-to-date and responsive to new developments. Updates will i) flag proposals and emerging issues in relevant groups/processes that could present areas of concern and ii) share information and intel on opportunities to engage in these discussions for civil society. These updates will inform ongoing monitoring and research products developed under the project and disseminated to civil society. Processes and bodies to be monitored include the ITU, IETF, ICANN, WSIS and the GDC.

#### Expertise

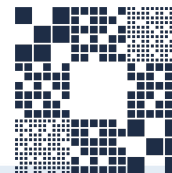
Consultants are required to have the following proven expertise and experience:

- Expertise in technical standards and protocols, Internet governance, Internet fragmentation, human rights standards;
- Expertise in navigating and engaging in technical standards-setting bodies (particularly IETF, ITU, ICANN);
- Expertise in understanding the multistakeholder model of Internet governance and related multilateral forums and discussions (particularly WSIS, SotF and the GDC);
- Experience designing and delivering trainings to civil society;
- Strong relationships with stakeholders (including civil society, public and private sectors) within the community of human rights and technical standards;
- Experience in network-building/coordination (desirable);
- Experience in management and/or mentorship (desirable);
- Experience in facilitating civil society engagement in global/international forums (desirable).

#### Budget

The total budget under this framework agreement is as follows:

TOTAL VALUE	Up to USD 59,000 (incl. VAT)
TOTAL DAYS	Up to 74 (up to USD 800/day)



TIMEFRAME

By September 2026

## Framework agreement

The framework agreement will be awarded to two or more consultants based on the evaluation criteria below. The framework agreement establishes the requirement and contract conditions for specific future tasks (work orders). Specific tasks (work orders) will be allocated to consultants under the framework agreement, based on expertise and availability required by the task, and without the need for further procurement.

GPD is not legally obliged to place any orders or tasks under the framework agreement.

## Evaluation criteria

Evaluation criteria are as follows:

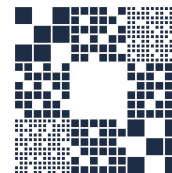
1. Technical and professional capacity (proven)
2. Availability to respond to requested deliverables
3. Cost
4. Legal and regulatory capacity.

## Tendering process

Interested contractors/suppliers are required to submit:

- Short tender proposal (1-2 pages) including:
  - Service area(s) of interest
  - Relevant expertise and experience for each service area of interest, including any relevant institutional affiliations with forums identified and spaces currently engaging in
  - Pricing (day rate)
  - Availability during framework agreement period
  - Legal registration/entity details
- Curriculum vitae with relevant expertise and experience (as outlined above)

Tender proposals should be submitted no later than **midnight (GMT) on Monday 15 January 2025** to Daniela Schnidrig (Head, Advocacy and Engagement) at [daniela@gp-digital.org](mailto:daniela@gp-digital.org), and Keerti Rajagopalan (Lead, Project Management) at [keerti@gp-digital.org](mailto:keerti@gp-digital.org), with the subject line "**Proposal\_GPD Technical Helpdesk**".



Your personal data will be processed solely by GPD and only for the purpose specified in this call. It will be stored safely and securely following the GDPR laws. To ensure GDPR compliance please include the following sentence to the body of your email confirming your consent: "I agree to the Global Partners Digital processing my data for the purpose of the Call for Tenders procedure".

Review of the offers and tenders is scheduled to take place **throughout January** with framework contracts awarded **by mid-February 2025**.