



Terms of Reference (TOR)

**Consultancy Services to the Emergency Management Service (EMS)
of the Ministry of Internal Affairs of Georgia (MIA)
to Support its Institutional Capacities in Fire Safety Standards,
Addressing Chemical, Biological, Radiological and Nuclear (CBRN) Threats
and Approximating to the EU Civil Protection Mechanism**

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ACRONYMS

LEPL agency of Nuclear and Radiation Safety (ANRS)
Austria Multi-Country Office (AUMCO)
Chemical, Biological, Radioactive and Nuclear threats (CBRN)
Civil Protection (CP)
Critical Infrastructure Protection (CIP)
US Defense Threat Reduction Agency (DTRA)
Disaster Risk Reduction (DRR)
Directorate-General for European Civil Protection and Humanitarian Aid Operations (ECHO)
European Union (EU)
Delegation of the European Union to Georgia (EUD)
Eastern and Central Asia region (ECR)
Emergency Management Service (EMS)
Georgian Red Cross Society (GRCS)
Human Resource (HR)
Incident and Emergency Registration System (IERS)
Incident Command System (ICS)
UN International Search and Rescue Advisory Group (INSARAG)
Legal Entity of Public Law (LEPL)
The Ministry of Internal Affairs (MIA)
Ministry of Defence (MoD)
Request for Proposal (RFP)
Standard Operating Procedures (SOP)
State Security Service of Georgia (SSSG)
Sustainable Development Goals (SDGs)
Table Top Exercise (TTX)
The German Federal Agency for Technical Relief (THW)
Training of Trainers (ToT)
EU Civil Protection Mechanism (UCPM)
United Nations (UN)
United Nations Office for Project Services (UNOPS)
United Nations Development Programme (UNDP)

ABOUT UNOPS

The mission of the UN Office for Project Services (UNOPS) is to expand the capacity of the UN system and its partners to implement peace building, humanitarian and development operations that matter for people in need. UNOPS provides services in sustainable infrastructure, procurement and project management, with projects ranging from building schools, roads, bridges and hospitals to procuring goods and services and training local personnel. By assisting UN organisations, international financial institutions, other development partners and national governments, UNOPS makes significant and tangible contributions to results on the ground.

UNOPS IN GEORGIA

UNOPS has supported sustainable development in Georgia since 2014, providing project management, procurement, and advisory services through its unique demand-driven and self-financed business model under the United Nations system. Currently, UNOPS in Georgia is implementing several projects in the *Education, Security and Resilience* and *Healthcare* sectors, in close partnership with the Government of Georgia, the European Union (EU) and the World Bank.

The UNOPS office in Georgia reports to and works under the guidance of the Austria Multi-Country Office (AUMCO), which in turn reports to the Eastern and Central Asia region (ECR) office in Geneva.

EU SAFE/UNOPS PROJECT SUMMARY

The **'Support to Advancing Technical Capacities for Ensuring Human Security'** Project is part of a wider initiative by the EU for the Security Sector in Georgia under the "EU4 Security, Accountability and Fight against Crime in Georgia" (EU SAFE) Programme. It was launched in January 2020 and will last until July 2024.

The Project is aimed at supporting the Government of Georgia in achieving efficiency, effectiveness, and accountability of institutions in the security sector through procurement of modern technology and provision of technical assistance to enhance institutional and operational capacities of the designated security sector actors. As an outcome, it is expected that the Government of Georgia will improve its capacities to:

- Actively prevent crime and violence
- Investigate and fight criminal offences
- Better respond to cyber-attacks
- Respond to disasters and emergencies.

One of the **strategic objectives** of the Project is to contribute to improved preparedness and emergency response to disasters and prevention plans for the protection of citizens in Georgia through strengthening the institutional capacity of the **Emergency Management Service (EMS)** of the Ministry of Internal Affairs (MIA), including the organisational and functional development of the EMS, enhancement of its

capabilities, cooperation and coordination with the relevant stakeholders within the Government of Georgia and international partners.

Apart from the EMS, the key stakeholders and target groups under this Specific Objective of the Project are:

- **The Ministry of Internal Affairs of Georgia (MIA)** - responsible for public order, traffic safety, crime investigation, preventive crime activities, border protection, immigration, and provision of relevant public services.
- **The EMS Training Centre** was initially established under EMS in 2018, and later was transferred under the subordination of **LEPL MIA Academy** in 2019. However, from 1 January 2023, it went back under the EMS structure as the Training Centre of the LEPL (Legal Entity of Public Law) State Reserves and Civil Protection Services Agency of Emergency Management Service. It trains future firefighters and rescuers hired by EMS. As of today, every person wishing to join fire-rescue forces, undergoes a special training programme implemented by the Civil Protection Training Division.
- **The LEPL Agency of Nuclear and Radiation Safety (ANRS)** under the Ministry of Environmental Protection and Agriculture provides preliminary assessments of suspicious materials detected by law enforcement agencies. As a regulatory body, ANRS supervises all activities related to radiation safety and annually inspects all sites with radioactive sources. Together with the EMS, MIA and other competent authorities, ANRS participates in responses to cross-border nuclear and radiation incidents/emergencies.
- The **National Security Council** is a consultative body directly subordinated to the Prime-Minister of Georgia to make highest level decisions on national security issues. The Council is the main coordinating institution in the field of national security policy planning. It is headed by the Prime-Minister of Georgia. The legal basis for its functioning is established by the Law of Georgia on “Planning and Coordination Rules of National Security Policy”.¹

BACKGROUND INFORMATION

Georgia is a country in the Caucasus region. Located at the crossroads of Western Asia and Eastern Europe, it is bordered to the west by the Black Sea, to the north by Russia, to the south by Turkey and Armenia, and to the southeast by Azerbaijan. The capital and largest city is Tbilisi. Georgia covers a territory of 69,700km² and its population by January 1, 2019, had been 3 723 500. Most of the population live in central areas and only about 41.3% live in rural areas.

Georgia is vulnerable to different types of natural and man-made disaster risks, such as natural fires, forest fires, urban fires, avalanches, landslides, washing of riverbanks, floods, draughts, hail, soil erosion, strong winds, earthquakes, etc.

¹ <https://nsc.gov.ge/en/COUNCIL/About-the-Council>

Crisis Management System in Georgia

At present, the Crisis Management system in Georgia entails three levels of planning and command system:²

1. **Strategic Level** – National Security Council is chaired by the Prime Minister and is comprised of permanent members (Minister of Internal Affairs as a Secretary of the Council; Minister of Defence; Minister of Foreign Affairs; Head of the State Security Service; Minister of Finance; Head of Intelligence Service; Commander of the Georgian Armed Forces.) and invited members (in case of necessity). At this level, the Council takes strategic decisions required to effectively manage and resolve the crisis.
2. **Operational Level** – a special anti-crisis multi-agency working group, which coordinates management & recovery processes. Exact composition of the group depends on the type and nature of the crisis.
3. **Tactical Level** – a team composed of a single agency representative(s) or a multiagency task force directly managing an incident in the vicinity of an affected area. The Team is assigned to a coordinator (leader), which will represent a leading agency in accordance with the type and nature of the incident.

Emergency Management Service (EMS)

Emergency Management and Civil Protection Reform in Georgia had been implemented several times; However, massive reforms with clear vision and mission had never been conducted. Since the creation of the first Civil Protection body in Georgia in 1991, the Emergency Management and Civil Protection sector has gone through several developments. In 2015, after several rounds of changes in its **statutory and organisational modality**, the EMS was established as a Legal Entity of Public Law (LEPL) under the MIA - uniting municipal and regional firefighting and rescue forces. EMS became a special authority in the field of civil protection. The policy planning component was transferred to the State Security and Crisis Management Council - also in charge of crisis management at the national level.

From 1 January 2019, EMS was expanded as it became a state subordinate entity under the MIA, with its own budget, resources - including the Human Resource (HR) management system. The Head of the EMS is nominated by the Minister of Internal Affairs and appointed by the Prime Minister of Georgia. The number of employees at EMS comprises up to 4,000 persons.

The **Organigram** below illustrates the structure of the EMS:

² <https://nsc.gov.ge/en/NATIONAL-SITUATION-ROOM>



The key **Structural Units** of the EMS are:

- Strategic Planning and Technological Development Department- develops uniform vision and strategy of the Service, coordinates elaboration of internal documents and action plans related to the development of the Service and monitors their implementation, ensures Analytical Information support to the Service.
- Civil Protection Department - elaborates policy related and other documents of national importance in the field of civil protection; coordinates the elaboration of emergency management plans and emergency risk management plans; coordinates the elaboration/planning of policy and activities to identify, assess, prevent, or mitigate threats, risks and causes of natural and manmade disasters; ensures public awareness raising and preparedness in the field of civil protection.
- Fire and Rescue Forces Department – responds to emergencies throughout the country, in particular: extinguishes fire, conducts search and rescue operations, responds to Chemical, Biological, Radiological and Nuclear (CBRN) accidents, informs local population in case of emergencies and ensures its preparedness.
- Fire Supervision Department - controls the implementation of fire safety requirements by state fire supervision and vital facilities, conducts inspections on the territory of the state fire supervision and vital facilities and buildings, tests fire safety systems and local alarm systems and takes other measures established by the legislation of Georgia.³

³ Law of Georgia on Civil Protection (English version) - <https://matsne.gov.ge/en/document/view/4243170?publication=2>

- Other structures that form part of the EMS are: International Relations, Public Relations, Legal and Human Resources Divisions as well as the Administration, Monitoring Department, Financial Maintenance and Logistics Department, and LEPL State Reserves and Civil Protection Service Agency.

Legislative Framework

The emergency management and civil protection field in Georgia is regulated by several laws and governmental acts. The key normative acts are as follows:

Law of Georgia on Civil Protection - Adopted by the Parliament of Georgia on 27 June 2018, the law is based on the best international practice. It sets the main legal framework for EMS in the field of emergency management and institutional development. According to the Law, the **EMS ensures prevention and preparedness of the entire system, response to the emergencies and recovery activities in the areas affected by natural and man-made disasters as well as the implementation of the national civil protection plan. The main task of the EMS is also to create a sustainable system of civil protection that ensures effective interagency coordination during all phases (prevention, preparedness, response, recovery) and close civil-military cooperation.**

Resolution Nr 452 adopted by the Government of Georgia on October 6, 2017, is the subordinate legal act under the law of Georgia on Civil Protection. It defines rules for preparing the **Emergency Management Plan** and identifies and describes stages for the development of the plan. The Resolution 452 is the key document and methodological guideline in developing the plan in the selected community.

The **National Civil Protection Plan (Government Decree Nr. 508)**, approved by the Government on September 24, 2015, together with the Law on Civil Protection, are the main legal documents for the EMS. The National Plan Identifies:

- a) Activities to be conducted for protecting population and territories from emergencies, their scopes, implementation rules and basic and additional responsible authorities and forces that are responsible on implementation these rules taking into account social-economic, natural and other characteristics;
- b) Rules for prevention and preparedness for emergencies and response and recovery works in case of emergency situation.

Resolution Nr 453, adopted by the Government on October 6, 2017, provides procedures for preparing the **Emergency Risk Management Plan**. The aim of the Risk Management Plan is to reduce negative consequences caused by the potential emergency. The procedures of preparing the plan apply at the stage of assessment of the potential emergency situation and forecasting the consequences; assessment of prevention, readiness and resources; response planning, and planning of restoration works.

"Technical Regulations on Fire Safety Rules and Conditions" (approved by a Resolution No. 370 of the Government of Georgia of July 23, 2015 contain general fire safety requirements, in order to ensure safety, they determine the behaviour of people, organisation of production and/or general rules for the maintenance of buildings, warehouses, territory throughout Georgia and it is mandatory for the

implementation of the state government, municipality bodies, objects, enterprises and organizations (regardless of their organizational legal and ownership form)

In January 2017, the Government of Georgia adopted the **National Disaster Risk Reduction (DRR) Strategy for 2017-2020**. An Action Plan for 2017-2020 was also created with the priority areas for action and status description of the implementation. Both documents are in consideration for reviews and relevant contemporary updates, where the global pandemic has halted the consecutive update of the Strategy and the Plan. The DRR Strategy aims to establish an integral, flexible, and efficient crisis management system which, through joint and coordinated efforts of institutions defined in the Georgian legislation, would ensure the identification, assessment, prevention, and management of natural and man-made disasters as well as the fastest elimination or minimisation of their negative consequences.

The strategy provided an analysis of natural hazard risks faced by Georgia and underlined the importance of strengthening the rescue capacities of EMS in responding to natural and man-made disasters, particularly during the following emergencies:

- Floods and flash-floods
- Forest and valley fires
- Landslides and mudflows
- Earthquakes
- Hailstorms
- Avalanches and strong winds and others.

The new DRR Strategy has been developed and awaits its official approval.

Currently there is no legislation in place in Georgia regarding the Critical Infrastructure and its protection.

The “Regulation on the Staffing and Functioning of the Scientific-Consultative Council” has been drafted and awaits approval by the Minister of Internal Affairs. The Council is a state sub-departmental institution subordinate to the MIA (the Civil Protection department of the EMS is in the lead). It is composed of representatives from academia and/or sectoral experts and meetings are called if a major emergency occurs or if specific or thematic support is needed.

The Council’s tasks, among other, are preparation of relevant recommendations regarding current and planned projects in the field of public safety (civil protection), risk assessment of the expected emergency situation and preparation of relevant recommendations for its prevention and preparedness.

International Cooperation

Over the years, different donor organisations and partner countries (e.g., US Defense Threat Reduction Agency (DTRA), The German Federal Agency for Technical Relief (THW), Poland and Japan) have contributed to the development of EMS capacities. The donor support has been directed at procurement of needed equipment and knowledge sharing, including through facilitating international cooperation,

such as the organisation of joint trainings and exercises for the first responders and other groups within the EMS.

Currently in Georgia, several activities are being implemented related to Civil Protection, Disaster Risk Reduction and Emergency Management Services. Some of the key interventions are led by the UNDP Georgia project - *Improved Resilience of Communities to Climate Risks*; and the 3rd phase of the EU-funded programme - *Prevention, Preparedness and Response to Natural and Man-made Disasters in Eastern Partnership Countries (PPRD East 3)*.

An important milestone was reached in April 2023, when EMS Georgia applied to become a member of the EU Civil Protection Mechanism (UCPM).

Gaps and Challenges

Nevertheless, the challenges remain - reflected in the lack of a clear vision and strategy as well as the holistic approach to the reforms in the sector, which, *inter alia*, includes: the critical need for the improvement of the regulatory framework and its alignment with the EU standards, approximation with the UCPM, developing CBRN capacities, establishment and standardisation of operational procedures in fire safety, and increasing knowledge and capacities at leadership, managerial and tactical levels at EMS and other engaged governmental agencies. The gaps and challenges in the existing emergency management model and the need to implement comprehensive reforms in this direction have been particularly evident during the mudflows, floods, and wildfires of recent years - manifesting limited resources of response, low level of inter-agency coordination, complex and complicated emergency management system with a wide range of decision-makers.

To address the above challenges, the EMS requires comprehensive support to improve its institutional effectiveness and efficiency and develop capacities closely in line with the international/European standards and practices. Exposure to various international experiences and expertise in the field will be critical for developing strategic vision in the civil protection sector, improving overall performance, and raising the credibility and image of the engaged actors.

LOT I

IMPROVING FIRE SAFETY STANDARDS AND CAPACITIES

The Fire Inspection Department is one of the structural units of EMS and, among other tasks, it controls the fulfilment of fire safety requirements; conducts inspections in the premises of critical facilities and buildings, testing local fire protection and alarm systems and implementing other supervision measures established by the Georgian legislation.⁴

⁴ Statute of the Emergency Management Services

The number of fire inspectors has been growing in recent years and currently, there are 90 inspectors across the country involved in different activities, including the control of the construction of new buildings and their alignment with fire safety standards. However, the Department remains understaffed as according to the calculations done at EMS, there is a need of having at least 150 inspectors allocated throughout the country.

The Department is also actively involved in supporting other activities of the EMS and more specifically in contributing to critical infrastructure inclusion into the Emergency Management / Response plans. It strives to implement legal and regulatory framework in fire safety (currently, there are more than 30 annexes to the existing legal framework) and needs external support (particularly, EU expertise) in receiving recommendations for creating a unified policy framework, introducing best European practices and a unified system as there is a lack of knowledge on how to apply and implement different international standards in fire safety, and establish a unified system.

Another challenge is the introduction and application of the so-called ‘building codes’ (addressing cross-sectoral approach) in the urban areas with the existing premises. It is easier to control and introduce the “building codes” in new buildings, however, it is quite a challenging task to accomplish with the existing ones, as the population is quite resistant and negligent towards the fire control measures.

Spatial Planning, Architecture and Construction Code of Georgia (No. 3213-RS of 2018) “provides for spatial and urban planning in Georgia, its main principles, goals and purposes, hierarchy of spatial and urban plans and their content, and rules for drafting and approving them; rules for using plots of land for construction and main requirements imposed on buildings; issuing building permits, supervision of construction and state compliance and liability for the violations of law.”⁵ The purposes of the Code, among other, include regulation of use and development of the territory of Georgia by balancing public and private interests; creating decent environment for human life and activity, protection of human health, environment, natural resources and cultural heritage; public participation in the spatial and urban planning; and ensuring urban development that is safe for human health and life. Most provisions of the Code enter into force from 3 June 2019, and certain provisions enter into force from 2020 and 2022.

The existing system of fire safety is not compatible with the planned fire safety standards (Georgia is applying National Fire Protection Association (NFPA - USA) and European Standards (EN - EU standards) and the support of the Georgian authorities is required to address the discrepancy and provide recommendations for possible solutions - how to implement and apply the NFPA and EN standards in the existing environment in Georgia. The same applies to addressing fire safety in business structures and in private households. Therefore, the existing regulation needs to be assessed, evaluated, and proposals to amend drafted, according to the current circumstances and international best practices.

Another challenge is to establish a systematic approach and agreed criteria for fire control measures.

⁵<https://leap.unep.org/countries/ge/national-legislation/spatial-planning-architecture-and-construction-code-georgia-no>

The Fire Supervision Department maintains an active dialogue with the Enterprise Union of Georgia on subjects related to fire safety and standards. The Department is also active in working with priority and vulnerable groups to ensure fire safety is treated as critical, e.g., at schools, hospitals etc.

LOT II

DEVELOPING THE CBRN CAPACITIES

The Government of Georgia has developed a consolidated approach on CBRN. The Interagency Coordination Council on Combating CBRN Threats has been established, led by the State Security Service of Georgia (SSSG).

The National CBRN Threat Reduction Strategy and relevant Action Plan (in force since 14 February 2014) were also elaborated with the support of international partners and adopted by the Council. It is a *“national sectoral strategy of Georgia with a main objective to reduce and mitigate the harm caused by chemical, biological, radiation and nuclear threats through initiating statutory reforms; developing relevant standards; developing existing capacity and developing new capacities if needed. It aims to create a unified mechanism against chemical, biological, radiation and nuclear threats which will be prioritised in prevention, identification, preparedness, and response.”*⁶

After the adoption of the strategy, several training and exercises have been conducted for the EMS and other relevant state entities (e.g., by DTRA), but there is a need to test the interagency cooperation regularly. In addition, considering limited internal capacities, external support is crucial.

LOT III

SUPPORTING APPROXIMATION OF GEORGIAN CIVIL PROTECTION SYSTEM TO EU CIVIL PROTECTION MECHANISM (UCPM)

(a) Enhance Capacities of the Civil Protection System in line with the UCPM

The Government of Georgia (MIA and EMS in particular) has been actively involved in paving the way for the country to become an active member of the UCPM. The activities in that regard (capacity building, awareness raising, training and exercises - just to name a few) have been continuously ongoing in recent years. Coupled with the hosting exercises and EU (civil protection related) missions, the interventions have included a cross-sectoral approach and inter-institutional collaboration.

The EMS has been closely cooperating with the European Commission's Directorate-General for Civil Protection and Humanitarian Aid Operations (DG ECHO) and UCPM. On July 13, 2018, an administrative agreement on cooperation in the field of disaster risk management was signed between Georgia and the European Commission's Directorate-General for Civil Protection and Humanitarian Aid Operations (DG

⁶ <https://www.fao.org/faolex/results/details/en/c/LEX-FAOC200885/>

ECHO). The administrative agreement envisages cooperation between the parties in the field of prevention, preparedness and response to disasters caused by natural and human factors. In addition, it involves disaster risk assessment, including the implementation of early warning systems.

Many employees of the service were trained through the exchange of experts training program of the UCPM, e.g., 9 employees of the service were trained on rope rescue, and 8 employees of the service participated in mountain and water rescue training. Throughout the years, many EMS specialists have been participating at the UCPM training and exercise programme. In 2022 only, 22 employees of the EMS underwent different trainings under the framework of UCPM training and exercise programme.

In 2019, followed by the request of the Government of Georgia, DG ECHO (UCPM) deployed an Advisory Mission to Georgia with the objectives:

- To assess the current state of play of the Training Center for Fire-fighters, Rescuers and Local Crisis managers;
- To assess what steps need to be taken, to bring it in line with the best practices in EU Member States in order to meet the national needs of Georgia;
- To develop a roadmap for the establishment of the Training Center.

EMS is obliged to report to DG ECHO (UCPM) on a regular basis on the progress and fulfilment of recommendations made by the Advisory mission.

The knowledge of the UCPM and best practices of the EU in civil protection should be spread across sectors of the GoG and closer cooperation between Georgia and the UCPM ensured.

In April 2023 EMS officially applied to become a Participating State of the UCPM and is actively engaging in many activities related to the UCPM, including the following:

1. Project HOPE - development of cross-border cooperation between Georgia and Armenia, risk assessment and conducting joint field exercise in spring 2024
2. Project SAILOR - development of cross-border cooperation between Georgia and Azerbaijan, risk assessment and conducting joint field training.

In 2023 EMS is the hosting country for the full-scale field exercise in the framework of the PPRD EAST 3 programme, and EMS Georgia is also a host for the EU Module exercise - with the focus on the EU Civil Protection Team experts training.

(b) Support the Improvement of the Risk Assessment Methodology

According to the statute of the EMS, the Civil Protection Department, among others, is responsible for the coordination of activities of the Scientific-Consultative Board (hereinafter "the Board "). The Statute of the Board is still to be approved by the Minister of Internal Affairs. As it is a relatively new body, its capacities are limited (new members from the institutions have been recently submitted to the EMS) and its mandate, available resources, coordination mechanisms with different agencies, etc. need to be further explored and gaps and challenges identified.

The Civil Protection Department has identified a gap that international expertise is needed for enhancing the coordination and cooperation among line ministries and agencies of Georgia, where the roles- helping to identify and establishing qualitative risk methodology, that the CP Department could contextualise and apply in making Risk Assessments and introduce the methodology to the members of the Board for joint activities.

(c) Contribute to the Development of the Framework for the Protection of Critical Infrastructure (CI)

The critical infrastructure protection system in Georgia has been under revision since 2017 and the new legal framework has been drafted in 2021 and awaits its entry into force. The National Security Council is in the lead of the policy development of the critical infrastructure and has accumulated significant international experience and best practices (also through bilateral activities with US and UK authorities) but lacks specific and sector-oriented information, knowledge, and practices. The identified gaps for the agricultural sector are the identification criteria and critical infrastructure protection standards (including methodology on risk assessment).

The Civil Protection Department of the EMS needs knowledge of the best international practices on protecting the critical infrastructure. More particularly, the Department requires extensive insights of what are the criteria that are used for determining which infrastructure is critical and how these criteria are set and established; mechanisms on addressing the CI; and how to establish a relevant legal framework and which lessons what could be shared learnt from international practices.

(d) Strengthen the Crisis Communication Capacities

Raising public awareness and preparedness during emergency/crisis situations and ensuring effectiveness of Early Warning System (EWS) are one of the most important functions assigned to the EMS. Strong public awareness and preparedness to emergencies facilitates early identification and reduction of risks, as well as assessment of anticipated threats and allocation of necessary assistance for eluding victims and reducing human, financial and material loss caused by natural and man-made disasters.

EMS has already made the first steps into this direction: apart from regular awareness raising activities, school visits, etc, with the support from the UNOPS EU SAFE project, in 2022, the EMS developed its first ever communication strategy and action plan. The document, describes in detail the current capabilities of the EMS in terms of public communication, identifies existing gaps and challenges and provides a comprehensive plan of action for the next period.

According to the Communications Strategy, the EMS has a very good relationship with the local media, however no crisis communication standards are in place, nor is the relevant team of EMS trained in crisis

communication or public speaking. Usually, EMS records the various crisis footage and distributes it to media channels, complemented with the comments by EMS/MIA officials. However, a more systemic approach is needed to strengthen the crisis communication capabilities of EMS by training the relevant staff, identifying roles and responsibilities of each department during crisis communication, coaching in public speaking, and developing crisis communication protocol and guidelines, including a roadmap on how to communicate during the emergency situations.

Another challenge is the lack of knowledge/skills of the local media on how to behave during the emergency situations. The reporters frequently pose a great threat to their own safety as well as the safety of the first respondents when they cover the emergency-related news. It is necessary to train them on the rules and standards for covering emergencies safely and at the same time, effectively. A scenario-based crisis communication exercise will benefit EMS's team to identify what their current skills are in this direction and what needs to be further improved. The crisis communication guidelines/protocols will help them to be prepared well in advance and having a roadmap of crisis communication will assist them to do their job more rapidly and effectively.

The scenario-based training tailored for the media would be also helpful to analyse what and how the quality of media coverage and safety of reports could be ensured based on the international practices and considering the local context.

In May 2023, UNOPS EU SAFE Project also commissioned a baseline survey to assess knowledge within the society about civil protection and emergency prevention, preparedness, and disaster response. According to the findings, the accessibility of the EMS service is high, however the knowledge and information regarding the emergency prevention, preparedness and response measures among the population is low. The lack of human and technical resources as well as the speed of the service is named as the main challenges of the service by the population.

One of the key recommendations expressed in the qualitative study refers to the need for more effective communication by EMS with the public. The public wants to know more about the activities of EMS, about the first-responders' profession as well as accurate and immediate information when an emergency occurs.

DESCRIPTION OF SERVICES

LOT I

RESULT 1. Improved Fire Safety Standards and Capacities

Activity 1.1. Support the development of the fire safety in Georgia

The **Key tasks** for this activity are as follows:

1. Assess and analyse existing legislation and regulations on fire safety and provide recommendations for improvement in an assessment report. Among other, the report shall

address and bring forward recommendation on international experiences of application of building codes; fines (issuance of fines) and the control and fining process; modus operandi and internal organisation and structure of similar institutions at international level; and organisation and execution of field inspections - challenges and opportunities;

2. As part of the assessment, provide EMS with a comparative review of at least three European countries (members of the UCPM) with similar context to Georgia and the experience of which can be effectively shared while developing the fire safety standards and capacities;
3. Develop and deliver at least two (2) trainings of 3 days duration each on international fire safety standards and the challenges on their implication, best practices of the NFPA and EN standards in the following areas: Installation of Sprinkler Systems, Installation of Standpipe and Hose Systems, Installation of Stationary Pumps for Fire Protection, National Fire Alarm and Signalling Code®, National Electrical Code®, Standard for Smoke Control Systems, Standard for Smoke Management Systems in Malls, Atria and Large Spaces, Standard for Smoke and Heat Venting.

Each training is aimed for the EMS specialists (20 participants per group).

LOT II

RESULT 2. CBRN Capacities Developed

Activity 2.1. Assess and deliver capacity building activities in CBRN

The CBRN capacities of the EMS have been evaluated as insufficient, according to the EMS self-assessment. Several trainings and exercises have been conducted for the EMS over the recent years and other relevant state entities (e.g., by DTRA), but there is a need to test the interagency cooperation regularly, as stated already. The support: 1) shall be based and built upon the Standard Operating Procedure of the EMS (developed during the SAFE project) , and 2) to enhance the capacities of the target group through interagency field exercise.

The **Key tasks** for this activity are as follows:

1. Assess the current capacities of the EMS CBRN unit (team) including interagency collaboration in a report providing short gap analyses and recommendations.
2. Develop and deliver one (1) training of up to 5 days duration for CBRN Team (approx. 18 participants). The training shall focus on personal safety and equipment.
3. Design and deliver one field exercise (scenario based) with multi-agency involvement - of up to 3 days duration. For planning of the exercise different meetings and their modalities should be planned, including several meetings online. The planned target audience (approx. 35 participants in total) for the field exercise is as follows:
 - a. CBRN Unit (EMS)
 - b. Forensic-Criminalistics Department (MIA)

- c. LEPL Agency of Nuclear and Radiation Safety (Ministry of Environment)
- d. Ministry of Defence (MoD)
- e. State Security Service (SSSG)
- f. CBRN Centre of Excellence
- g. Patrol Police

LOT III

RESULT 3. Georgian Civil Protection System Approximated to the UCPM

Activity 3.1. Enhance Capacities of the Civil Protection System in line with the UCPM

The aim is to provide training, close to the methodologies and approaches of the ones that are provided under the UCPM training programme to share the knowledge and build the capacity of the Civil Protection Stakeholders.

The **Key tasks** for this activity are as follows:

- 1) Develop training modules for the EMS civil protection experts on the following topics:
 - a) International emergency management principles and mechanisms (including UCPM)
 - b) Gender and age dimension
 - c) Vulnerabilities in emergencies (including LGBT)
 - d) Host Nation Support
 - e) Environmental/Climate change
 - f) Emergency communication

The training module shall demonstrate how the above-mentioned topics are reflected in emergency response plans.

- 2) Provide 2 trainings covering topics mentioned above of 3-day duration each for 15 participants per group (30 participants in total) from the EMS and other civil protection actors.

Activity 3.2 Support development of Emergency Management plan in a selected municipality

The aim is to support EMS in developing one emergency management plan in a selected community in accordance with the Resolution No 452. Currently, the EMS (Civil Protection Department) is developing and introducing the Emergency Management Plans in 11 communities. *(Of note: 6 plans are already developed and another 5 are awaiting approval by the end of 2023.)*

International best practice and support is needed in developing the plan to help the EMS in its efforts to ensure outreach to more communities and help them become more resilient. The activity will require close cooperation with the Civil Protection department of the EMS and representatives of the selected municipality to ensure compatibility with the existing plans.

The **Key Tasks** under this Activity are as follows:

- 1) Assess and analyse the key findings from the already introduced emergency management plans, approaches, and methodologies.
- 2) Building upon these lessons, develop and organise a workshop for the representatives of selected municipality and EMS Civil Protection experts providing technical expertise and best practices on risk assessments and mapping (risk register, geo information structures, etc.) for up to 10 participants for up to three days. This workshop will be of support to the Civil Protection Department and targeted municipality in developing the emergency management plan.
- 3) Provide expert support to the Civil Protection experts and representatives of the selected municipality during the development of the emergency plan. Review the newly developed emergency Plan and organise a short (maximum half a day) tabletop exercise (TTX) to test it and identify gaps of the plan. The TTX shall be followed by a discussion.
- 4) Provide a report of the TTX and findings with recommendations on the future development of the Emergency Management Plans.

Activity 3.3. Support the Improvement of the Risk Assessment Methodology

The Scientific-Consultative Board of the EMS which is responsible for the risk assessment methodology, has recently updated its composition and has been in the process of identifying the future priorities for public safety, addressing the risk assessment (identifying best practice in developing key indicators for risk assessment) and possible creation of the knowledge hub.

The **Key Tasks** under this Activity are as follows:

- 1) Assess and provide recommendations for improved functioning of the Board, including its mandate, working procedures and responsibilities;
- 2) Provide recommendations, based on the best international practice on the risk assessment methodologies and key indicators.
- 3) Present the methodology with key indicators to EMS stakeholders (online workshop).

Activity 3.4. Contribute to the Development of the Framework for Protection of Critical Infrastructure

Support EMS and National Security Council (NSC) in policy development for critical infrastructure protection

The **Key Tasks** under this Activity are as follows:

- 1) Conduct consultation with relevant Georgian institutions and agencies (EMS, NSC and others) to gain an overview of the CI protection state of play, providing meeting minutes and a report, summarising activities performed and conclusions and recommendations;
- 2) Develop and deliver one workshop (for up to 10 participants) on criteria on how to define the CI protection in the agricultural sector, how to assess risks and what standards need to be introduced, based on the best international experiences for up to 2 days.

Activity 3.5. Strengthen the crisis communication capacities.

The aim of this activity is to provide specialised training support in crisis communication and public speaking to EMS, MIA and conduct a workshop with the media representatives on emergency/crisis coverage rules and ethics.

The Key tasks for this activity are as follows:

- 1) Develop and provide scenario-based training on crisis communications for EMS and MIA communication staff and other relevant personnel (2 trainings of 2-day duration each for 15 participants).

In consultation with the EMS and MIA representatives and based on the outcomes of the training develop guidelines (crisis communications protocol). The guidelines shall provide a detailed roadmap with defined roles and responsibilities and provide ready-made scenarios and message boxes to be used during emergency news coverage.

- 2) Provide training in effective media relations and public speaking for risk and crisis communication for up to 15 spokespersons of EMS.
- 3) Design and deliver training for media representatives (reporters) on emergency/crisis coverage and relevant safety rules and standards (2 training of one (1) day duration for two groups of reporters - from East and West Georgia; 15 participants per group - 30 participants in total).

Deliverables and Timeline⁷

#	Deliverables	Modality	2024											
			1	2	3	4	5	6	7	8	9	10	11	12
	LOT I													
Result 1. Improved Fire Safety Standards and Capacities														
<i>Activity 1.1. Support the development of the fire safety in Georgia</i>														
1.1.1	Mission travel to Georgia: - Assess the fire safety system, its challenges and opportunities in Georgia - Meetings with stakeholders	In-country mission (up to 3 days)												
1.1.2	Provide a) assessment report on fire safety system and b) comparative review of at least three European countries (members of the UCPM)	Home-based												
1.1.3	Develop training on international fire safety standards and the challenges on their implication, best practices and opportunities of the NFPA and EN standards	Home based												
1.1.4	Mission travel to Georgia - Deliver 2 trainings of up to 3 days duration each on international fire safety standards and the challenges on their implication, best practices and opportunities of the NFPA and EN standards Target audience - the EMS specialists (up to 20 participants per group).	In-country mission (up to 6 days)												
1.1.5	Training Evaluation report with supporting documentation Final report (Lot 1)	Home-based												
LOT II														
Result 2. CBRN Capacities Developed														
<i>Activity 2.1. Assess and deliver capacity building activities in CBRN</i>														
2.1.1	Mission travel to Georgia: - Assess the current capacities of the EMS CBRN unit (team) - assess the interagency collaboration	In-country mission (up to 5 days)												

⁷ The suggested timeline is tentative and may be discussed and updated during the inception phase as appropriate

[illegible]

TEAM COMPOSITION AND FUNCTIONS for LOT I

The team shall cover all the areas and activities needed for fulfilment of the tasks as provided under LOT I/Result 1 of the present RFP, including: conducting assessments in **fire safety standards**, fire safety systems and building capacities of the EMS of Georgia and bringing best international experiences in the required field.

The team shall consist of at a minimum two key personnel:

- **Team Leader**

Represent, guide and lead the Expert(s) and coordinate overall performance. S/he shall be responsible for day-to-day management and implementation of activities and reaching the objectives of the consultancy services under Activity 1.1 (LOT I/Result 1).

The Team Leader shall establish professional communication and partnership with the Project Beneficiaries (EMS, etc.) and include them at planning and implementation phases to ensure close coordination and consultation in the process. S/he shall share information and coordinate with all relevant local and international stakeholders and all other relevant projects active in the field of emergency management and disaster risk reduction.

Team Leader can simultaneously serve as one of the experts in the team.

The Team Leader reports to UNOPS Senior Project Manager and works closely/under the guidance of the UNOPS EMS Advisor. S/he is responsible for producing and submitting regular progress updates and reports according to the format/structure agreed with the UNOPS Project before the signing of the contract.

- **Key Expert(s) /Trainer(s) in the fire safety standards and fire safety systems**

The expert(s) with the specialised knowledge in fire safety standards and fire safety systems will be responsible for reviewing the existing fire safety standards and fire safety systems, followed by the design and implementation of the relevant capacity building activities (training) as provided under the Activity 1.1. The Expert(s) shall be responsible for developing relevant learning modules and materials.

The Service provider will be responsible for handling all logistical and administrative matters related to the operational activities in the country, therefore, the Service Provider is strongly recommended to engage a Local Support/Liaison Officer and/or have a local partner/subcontractor to provide administrative and logistics support to the Team Leader and Expert(s): scheduling and organising their missions to Georgia (e.g. travel, accommodation, local travel, etc.), scheduling and organising meetings with different stakeholders; where necessary, the Officer shall also provide written and/or consecutive translation during everyday (working-level) meetings.

Please note: the Service provider will be responsible for the translation of working meetings and/or documents related to the desk review/assessment process or preparation of the activities (training,

exercise, workshop etc.), including lesson plans, course outlines, presentations and other handouts for the activities (training, exercise, workshop etc.). UNOPS will provide consecutive or simultaneous translation during training, workshops and high-level events; as well as written translation of official documents produced within the framework of the Project.

TEAM COMPOSITION AND FUNCTIONS for LOT II

The team shall cover all the areas and activities needed for fulfilment of the tasks as provided under LOT II/Result 2 of the present RFP, including: conducting assessments of **the CBRN capacities**, developing and delivering training and field exercise.

The team shall consist of at a minimum two key personnel:

- **Team Leader**

Represent, guide and lead the Expert(s) and coordinate overall performance. S/he shall be responsible for day-to-day management and implementation of activities and reaching the objectives of the consultancy services under Activity 2.1 (LOT II/Result 2).

The Team Leader shall establish professional communication and partnership with the Project Beneficiaries (EMS, etc.) and include them at planning and implementation phases to ensure close coordination and consultation in the process. S/he shall share information and coordinate with all relevant local and international stakeholders and all other relevant projects active in the field of emergency management and disaster risk reduction.

Team Leader can simultaneously serve as one of the experts in the team.

The Team Leader reports to UNOPS Senior Project Manager and works closely/under the guidance of the UNOPS EMS Advisor. S/he is responsible for producing and submitting monthly progress and other reports according to the format/structure agreed with the UNOPS Project before the signing of the contract.

- **Key Experts/Trainers in the CBRN capacity development of the EMS (minimum 2)**

The experts with the specialised knowledge in CBRN will be responsible for reviewing and assessing the existing CBRN capacities, followed by the design and implementation of the relevant capacity building programmes (training and exercise) as provided under the Activity 2.1. The Experts shall be also responsible for developing relevant learning modules and materials.

The Service provider will be responsible for handling all logistical and administrative matters related to the operational activities in the country, therefore, the Service Provider is strongly recommended to engage a Local Support/Liaison Officer and/or have a local partner/subcontractor to provide administrative and logistics support to the Team Leader and Experts: scheduling and organising their missions to Georgia (e.g. travel, accommodation, local travel, etc.), scheduling and organising meetings with different stakeholders; where necessary, the Officer shall also provide written translation of documents or consecutive translation during everyday (working-level) meetings.

Please note: the Service provider will be responsible for the interpretation and/or translation of working meetings and/or documents related to the desk review/assessment process or preparation of the activities (training, exercise, workshop etc.), including lesson plans, course outlines, presentations and other handouts for the activities (training, exercise, workshop etc.). Consecutive or simultaneous translation during training, workshops and high-level events as well as written translation of official/high level documents produced within the framework of the Project will be provided by UNOPS.

TEAM COMPOSITION AND FUNCTIONS for LOT III

The team shall cover all the areas and activities needed for fulfilment of the tasks as provided under LOT III/Result 3 of the present RFP, including: **enhancing capacities in civil protection system aligned with UCPM, supporting the development of an emergency management plan, improving risk assessment methodology, developing framework for critical infrastructure, and strengthening crisis communications capacities at EMS.**

The team shall consist of at a minimum five key personnel:

- Team Leader
- Key Experts / Trainers (at least 2 positions) in Emergency Management and in Disaster Risk Reduction
- Key Expert in Critical Infrastructure Protection
- Key Expert(s) / Trainer(s) in Crisis Communications and Media Relations

One expert can be engaged in several areas under the LOT III. In such cases, the company shall provide explanations and details. Team Leader can simultaneously serve as one of the experts in the team.

The following is the detailed account of responsibilities for each of the positions:

- Team Leader

Represent, guide and lead the Experts' Team and coordinate overall performance. S/he shall be responsible for day-to-day management and implementation of activities and reaching the objectives of the consultancy services under LOT III/Result 3 of the present RFP.

The Team Leader shall establish professional communication and partnership with the Project Beneficiaries (EMS, etc.) and include them at planning and implementation phases to ensure close coordination and consultation in the process. S/he shall share information and coordinate with all relevant local and international stakeholders and all other relevant projects active in the field of emergency management and disaster risk reduction.

The Team Leader reports to UNOPS Senior Project Manager and works closely/under the guidance of the UNOPS EMS Advisor. S/he is responsible for producing and submitting regular progress updates according to the format/structure agreed with the UNOPS Project before the signing of the contract.

- **Key Experts/Trainers (at least 2 positions) in Emergency Management and in Disaster Risk Reduction**

The experts with the specialised knowledge in Emergency Management will be responsible for reviewing and assessing the **existing emergency management plans at the community/municipality level; identifying the risks in selected community and supporting development of the emergency management plan, as well as providing technical expertise and best practices on risk assessments and mapping (risk register, geo information structures, etc.)** followed by the design and implementation of the relevant capacity building activities (including workshop and exercise) as provided under Activity 3.1 and 3.2. Experts shall be also responsible for developing relevant learning modules and materials.

The experts with the specialised knowledge of Disaster Risk Reduction will be responsible for supporting the Civil Protection Department of the EMS and the Scientific-Consultative Board in assessing the **functioning of the Scientific-Consultative Board**, providing recommendations on the best international practices in the risk assessment methodologies and key indicators as provided under the Activity 3.3. The Experts shall be responsible for developing relevant learning modules and materials and delivering workshop/s.

- **Key Expert in Critical Infrastructure Protection**

The expert with specialized knowledge and experience in critical infrastructure protection will be responsible for supporting the EMS in assessing the current situation in the field, drafting recommendations for the development of the respective policy; S/he will develop and provide a workshop for the EMS on critical infrastructure and its protection - criteria development, awareness raising, best practices and other topics agreed with the EMS as provided under Activity 3.4.

- **Key Expert(s) /Trainer(s) in Crisis Communications and Media Relations**

The expert(s)/trainer(s) with the specialised knowledge in Crisis Communication will be responsible for the design and implementation of the relevant capacity building programmes (**training**) including in the areas of crisis communication, media relations and public speaking for the representatives of EMS and Media and developing crisis communications protocol (guidelines) as provided under the Activity 3.5.

The Service provider will be responsible for handling all logistical and administrative matters related to the operational activities in the country, therefore, the Service Provider is strongly recommended to engage a Local Support/Liaison Officer and/or have a local partner/subcontractor to provide administrative and logistics support to the Team Leader and Experts: scheduling and organising their missions to Georgia (e.g. travel, accommodation, local travel, etc.), scheduling and organising meetings with different stakeholders; where necessary, the Officer shall also provide written translation of documents or consecutive translation during everyday (working-level) meetings.

Please note: the Service provider will be responsible for the interpretation and/or translation of working meetings and/or documents related to the desk review/assessment process or preparation of the activities (training, exercise, workshop etc.), including lesson plans, course outlines, presentations and other handouts for the activities (training, exercise, workshop etc.). Consecutive or simultaneous translation during training, workshops and high-level events as well as written translation of official documents produced within the framework of the Project will be provided by UNOPS.

Coordination and Responsibility

The UNOPS Project Team will be responsible for:

- Providing Service provider with background documentation and information;
- Supporting Service provider with consecutive and simultaneous translation services (English - Georgian - English) during workshops (where required), trainings, TTX and exercises; high level events; written translation of official documents produced within the framework of the Project (where required);
- Supporting Service provider (through EMS and other relevant beneficiaries) with organization of meetings;
- UNOPS will maintain direct communication with the beneficiaries about the selected experts and all their engagements with the beneficiaries. High level communication will remain the exclusive domain of UNOPS;
- Organization of online calls with the beneficiaries (where required);
- Covering costs of training/workshop/conference facilities in and/or outside of Tbilisi (where required).

The selected Service Provider will be responsible for:

- Management and coordination of the work of experts team;
- Consulting, coordinating and reporting to the UNOPS Project Team (Senior Project Manager and EMS Advisor), including receiving pre-approvals by UNOPS for each activity/field mission, deployment as per agreed work plan;
- Consulting, working and cooperating with the project beneficiaries (EMS and other relevant agencies);
- Monitoring and evaluating the work of experts against the deliverables as per Service description;
- Timely delivery of the deliverables including monthly progress reports;
- Reporting on any challenges encountered, lessons learnt and risk assessment;
- Facilitating the meetings with stakeholders as per the UNOPS instructions;
- Organization of travel, accommodation and other logistics for the Experts Team;
- Coverage of costs for international and local travel, accommodation and other logistics for the Experts Team;
- Ensuring consecutive English - Georgian - English translation during meetings (except for trainings, TTX, and other high-level events) and providing written English-Georgian-English translation of working meetings and/or documents related to the desk review/assessment process or

preparation of the training, including lesson plans, course outlines, presentations and other handouts for the training.

- Ensuring EU visibility and communications guidelines (logos, branding, etc.) for all relevant activities and agreeing all beforehand with the UNOPS Project Team.

The bidder should take all reasonable steps to ensure that the implementation of services under this contract is conducted to respect and protect the rights, welfare and privacy of the people and communities involved in and/or affected by the project. Particular attention should be placed on data security, including the collection, processing, and storage of personal or in any other way sensitive information. Actual, potential or perceived conflicts of interest which may jeopardise their independence and impartiality from the part of the evaluation team must be declared to UNOPS to allow the most appropriate course of action to be taken.

Timeline and Payment Schedule

LOT I - IMPROVING FIRE SAFETY STANDARDS AND CAPACITIES

#	Deliverables (according to Deliverables Table above)	Indicative Timeline	Payment
1	Deliverables: 1.1.1, 1.1.2	March 2024	30% of the total sum
2	Deliverables: 1.1.3, 1.1.4	May 2024	60% of the total sum
3	Deliverables: 1.1.5	June 2024	10 % of the total sum

LOT II - DEVELOPING THE CBRN CAPACITIES

#	Deliverables (according to Deliverables Table above)	Indicative Timeline	Payment
1	Deliverables: 2.1.1, 2.1.2	April 2024	30% of the total sum
2	Deliverables: 2.1.3, 2.1.4	May 2024	20% of the total sum

3	Deliverables: 2.1.5, 2.1.6	June 2024	40 % of the total sum
4	Deliverables: 2.1.7	July 2024	10% of the total sum

LOT III - SUPPORTING APPROXIMATION OF GEORGIAN CIVIL PROTECTION SYSTEM TO EU CIVIL PROTECTION MECHANISM (UCPM)

#	Deliverables (according to Deliverables Table above)	Indicative Timeline	Payment
1	Deliverables: 3.1.1, 3.2.1, 3.3.1, 3.5.1	March 2024	30% of the total sum
2	Deliverables: 3.1.2, 3.1.3, 3.2.2, 3.2.3, 3.3.2, 3.5.2	June 2024	30% of the total sum
3	Deliverables: 3.4.1, 3.4.2, 3.4.3	July 2024	15 % of the total sum
4	Deliverables: 3.1.4, 3.2.4, 3.2.5, 3.2.6, 3.5.3, 3.5.4	September 2024	20% of the total sum
5	Deliverables: 3.5.5	October 2024	5 % of the total sum

Evaluation Considerations/requirements

Competencies and experience required of the consultancy include (for Service Provider):

- At least 3 years (on the date of proposals opening) of experience in consulting organisations on strategic planning, institutional development and organisational management related issues in the area of emergency management, and/or civil protection and/or disaster risk reduction and/or crisis communication.
- Experience with civil protection/disaster risk and emergency management systems and general institutional frameworks of the EU and EU member States emergency management services operation, working methods and procedures;

The evaluation criteria is further elaborated in Section III.

The bidders shall provide CVs of key personnel as per the table below.

The Service provider shall select and provide experts with a high level of expertise and hands-on experience in the areas as per the table below.

Experts shall also have experience in providing various training and/or ToTs and/or TTX in the mentioned fields.

Evaluation Criteria - Experts - LOT I

Team / Personnel	Responsibilities	Requirements
<p>Team Leader</p>	<p>Represent, guide and lead the Expert(s) and coordinate overall performance. S/he shall be responsible for day-to-day management and implementation of activities and reaching the objectives of the consultancy services under Activity 1.1 (LOT I/Result 1).</p> <p>The Team Leader shall establish professional communication and partnership with the Project Beneficiaries (EMS, etc.) and include them at planning and implementation phases to ensure close coordination and consultation in the process. S/he shall share information and coordinate with all relevant local and international stakeholders and all other relevant projects active in the field of emergency management and disaster risk reduction.</p> <p>Team Leader can simultaneously serve as one of the experts in the team.</p> <p>The Team Leader reports to UNOPS Senior Project Manager and works closely/under the guidance of the UNOPS EMS Advisor. S/he is responsible for producing and submitting regular progress updates according to the format/structure agreed with the UNOPS Project before the signing of the contract.</p>	<p>Academic Background</p> <p>University degree in Management, Business Administration, International Relations, Public Administration, Civil protection, Disaster Risk Management or related field.</p> <p>Professional Experience</p> <ul style="list-style-type: none"> - At least five years of relevant work experience in consulting organisations on strategic planning, institutional development and organisational management related issues; - Relevant experience and participation in at least three similar projects focused on emergency management, civil protection and/or disaster risk reduction; - Solid knowledge and understanding of civil protection/disaster risk and emergency management systems and general institutional frameworks of the EU and EU member States emergency management services operation, working methods and procedures; - Fluency in English (written and spoken) - Previous experience in working with International organisations and/or Government Institutions will be an advantage. - Previous experience of working in Georgia and/or region will be an advantage.

Key Experts/Trainers fire safety standards and fire safety systems	<p>The expert(s) with the specialised knowledge in fire safety standards and fire safety systems will be responsible for reviewing the existing fire safety standards and fire safety systems, followed by the design and implementation of the relevant capacity building activities (trainings) as well as providing a comparative review of at least three EU countries, similar to the context of Georgia, that could be shared while developing fire safety standards in Georgia - as provided under the Activity 1.1.</p>	<p>Academic Background</p> <p>University Degree or 2 additional years to relevant professional experience in the field of fire safety standards and systems.</p> <p>Professional Experience</p> <ul style="list-style-type: none"> - At least 5 years of experience in Civil Protection, Emergency Management, Fire rescue service or fire safety engineering; - Experience in drafting and applying fire safety standards; - Experience in working with NFPA and EN safety standards; - Experience in developing training programmes for first responders and employers of the Emergency Management and/or Civil Protection authorities; - Experience in delivering trainings and Training of Trainers (ToT) in the field; - Solid knowledge and understanding of civil protection/disaster risk and emergency management systems and general institutional frameworks of the EU and EU member States emergency management services operation, working methods and procedures; - Fluency in English (written and spoken) - Previous experience of working in Georgia and/or region will be an advantage.
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Evaluation Criteria - Experts - LOT II

Team / Personnel	Responsibilities	Requirements
Team Leader	Represent, guide and lead the Expert(s) and coordinate overall performance. S/he shall be	Academic Background

	<p>responsible for day-to-day management and implementation of activities and reaching the objectives of the consultancy services under Activity 2.1 (LOT II/Result 2).</p> <p>The Team Leader shall establish professional communication and partnership with the Project Beneficiaries (EMS, etc.) and include them at planning and implementation phases to ensure close coordination and consultation in the process. S/he shall share information and coordinate with all relevant local and international stakeholders and all other relevant projects active in the field of emergency management and disaster risk reduction.</p> <p>Team Leader can simultaneously serve as one of the experts in the team.</p> <p>The Team Leader reports to UNOPS Senior Project Manager and works closely/under the guidance of the UNOPS EMS Advisor. S/he is responsible for producing and submitting monthly progress reports according to the format/structure agreed with the UNOPS Project before the signing of the contract.</p>	<p>University degree in Management, Business Administration, International Relations, Public Administration, Civil protection, Disaster Risk Management or related field.</p> <p>Professional Experience</p> <ul style="list-style-type: none"> - At least five years of relevant work experience in consulting organisations on strategic planning, institutional development and organisational management related issues; - Relevant experience and participation in at least three similar projects focused on emergency management, civil protection and/or disaster risk reduction; - Solid knowledge and understanding of civil protection/disaster risk and emergency management systems and general institutional frameworks of the EU and EU member States emergency management services operation, working methods and procedures; - Fluency in English (written and spoken) - Previous experience in working with International organisations and/or Government Institutions will be an advantage. - Previous experience of working in Georgia and/or region will be an advantage.
<p>Key Experts/Trainers in the CBRN capacity development of the EMS</p>	<p>The experts with the specialised knowledge in CBRN will be responsible for reviewing and assessing the existing CBRN capacities, followed by the design and implementation of the relevant capacity building programmes (training and exercise) as provided under the Activity 2.1. The Expert(s) shall be also responsible for developing relevant learning modules and materials.</p>	<p>Academic Background</p> <p>University Degree or 2 additional years to relevant professional experience in the field of CBRN.</p> <p>Professional Experience</p> <ul style="list-style-type: none"> - At least five years of experience in planning/preparation or responding to CBRN events. - Experience in developing training programmes on the subject for first responders and employers of the Emergency Management and/or Civil Protection authorities;

		<ul style="list-style-type: none"> - Experience in the development of multi-agency CBRN exercises ; - Knowledge and understanding of civil protection/disaster risk and emergency management systems and general institutional frameworks of the EU and EU member States emergency management services operation, working methods and procedures; - Fluency in English (written and spoken) - Previous experience of working in Georgia and/or region will be an advantage.
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Evaluation Criteria - Experts - LOT III

Team / Personnel	Responsibilities	Requirements
Team Leader	<p>Represent, guide and lead the Experts' Team and coordinate overall performance. S/he shall be responsible for day-to-day management and implementation of activities and reaching the objectives of the consultancy services under LOT III/Result 3 of the present RFP.</p> <p>The Team Leader shall establish professional communication and partnership with the Project Beneficiaries (EMS, etc.) and include them at planning and implementation phases to ensure close coordination and consultation in the process. S/he shall share information and coordinate with all relevant local and international stakeholders and all other relevant projects active in the field of emergency management and disaster risk reduction.</p>	<p>Academic Background</p> <p>University degree in Management, Business Administration, International Relations, Public Administration, Civil protection, Disaster Risk Management or related field.</p> <p>Professional Experience</p> <ul style="list-style-type: none"> - At least five years of relevant work experience in consulting organisations on strategic planning, institutional development and organisational management related issues; - Participation in at least three similar projects focused on emergency management, civil protection and/or disaster risk reduction; - Solid knowledge and understanding of civil protection/disaster risk and emergency management systems and general institutional frameworks of the EU and EU member States

	<p>The Team Leader may also assume the functions of one of the Key Experts in Emergency Management.</p> <p>The Team Leader reports to UNOPS Senior Project Manager and works closely/under the guidance of the UNOPS EMS Advisor. S/he is responsible for producing and submitting regular progress updates according to the format/structure agreed with the UNOPS Project before the signing of the contract.</p>	<p>emergency management services operation, working methods and procedures;</p> <ul style="list-style-type: none"> - Fluency in English (written and spoken) - Previous experience in working with International organisations and/or Government Institutions will be an advantage. - Previous experience of working in Georgia and/or region will be an advantage.
<p>Key Experts/Trainers in the Emergency Management and in Disaster Risk Reduction</p>	<p>The experts with the specialised knowledge in Emergency Management will be responsible for reviewing and assessing the existing emergency management plans at the community/municipality level; identifying the risks in selected community and supporting the development the emergency management plan, followed by the design and implementation of the relevant capacity building activities (workshop and exercise) as provided under Activities 3.1 and 3.2.</p> <p>Experts shall be also responsible for developing relevant learning modules and materials for the EMS commanders and firefighters on the topics described in the respective Activity 3.1.</p> <p>The expert with the specialised knowledge of Disaster Risk Reduction will be responsible for supporting the Civil Protection Department of the EMS and the Scientific-Consultative Board in assessing the functioning of the Scientific-Consultative Board, providing technical expertise and best practices on risk assessments and mapping (risk register, geo information structures, etc.) and recommendations on the best international practices in the risk assessment methodologies and key indicators as provided under the Activity 3.3. The Experts shall be responsible for developing the learning modules and materials, and organising and providing</p>	<p>Academic Background</p> <p>University Degree or 2 additional years to relevant professional experience in the field of Emergency Management and Disaster Risk Reduction.</p> <p>Professional Experience</p> <ul style="list-style-type: none"> - At least 3 years of experience in working on issues related to Emergency Management and Disaster Risk Reduction; - Strong familiarity with European practices in developing and working with Risk Assessment Methodologies and key indicators; - Experience in developing training modules for first responders and employers of the Emergency Management and/or Civil Protection authorities; - Experience in delivering trainings and exercises in the field (as per mentioned thematic areas); - Experience in drafting emergency management plans; - Knowledge and understanding of civil protection/disaster risk and emergency management systems and general institutional frameworks of the EU and EU member States emergency management services operation, working methods and procedures; - Fluency in English (written and spoken) - Previous experience of working in Georgia and/or region will be an advantage.

	trainings and exercises relevant to the field and thematic areas .	
Key expert in Critical Infrastructure protection	The expert with specialized knowledge and experience in critical infrastructure protection will be responsible for supporting the EMS in assessing the current situation in the field, drafting recommendations for the development of the respective policy and develop and provide a workshop for the EMS on critical infrastructure and its protection - criteria development, awareness raising, best practices and on other topics agreed with the EMS as provided under Activity 3.4.	<ul style="list-style-type: none"> - At least 3 years of experience in working with the critical infrastructure protection issues - criteria setting, policy development and implementation ; - Experience in drafting and providing theoretical and practical classes, trainings, lessons for Civil Protection or Emergency Management personnel; <p>Fluency in English (written and spoken)</p> <ul style="list-style-type: none"> - Previous experience of working in Georgia and/or region will be an advantage.
Key Expert (s) / Trainer (s) in Crisis Communications and Media Relations	The expert (s) / trainer (s) with the specialised knowledge in Crisis Communication will be responsible for the design and implementation of the relevant capacity building programmes (trainings) and developing crisis communications protocol (guidelines) as provided under the Activity 3.5.	<p>Academic Background</p> <p>University Degree preferably in one of the following disciplines: Mass Communications, Public Relations, Strategic Communications, Political Science, Public Administration or another appropriate field;</p> <p>Professional Experience</p> <ul style="list-style-type: none"> - At least five years' working experience in crisis communications; - Experience in developing and delivering subject specific training modules, including crisis communication strategy, risk assessment and issues mapping, media relations and public speaking; - Experience in creating crisis communication systems, teams, protocols, resources and plans using straightforward templates and international best practice; - Fluency in English (written and spoken) - Previous experience of working in Georgia and/or region will be an advantage.

Experts are expected to work both in the field (Georgia) and home-based. Travel of experts shall be in economy class as per UNOPS rules. Travel expenses (lodging/per diem) shall not exceed UN DSA rates. Details on the number of missions required to the country are indicated in the Deliverables and timeline section.

During missions to Georgia, intra-country travel (outside of Tbilisi) could be expected for different trainings/TTX and/or workshops.

Gender Mainstreaming and Technical Sustainability

UNOPS promotes gender mainstreaming and human rights and labour safety as core requirements. The service provider must ensure these aspects are integrated in the delivery of Services. UNOPS encourages female participation in the delivery of Services.

Bidder's Proposal

When preparing proposals in response to this Request for Proposal, the Bidders must take into account all information provided in the RFP document and prepare and submit a comprehensive proposal that will include all document requirements in the RFP. Incomplete submissions may be rejected without consideration. All returnable schedules must be completed in full and supporting documents must be attached.

Duration

Duration of the assignment is 9 months.

Expected Start Date (for all three lots): 1 February 2024.

Expected duration of the assignment per lot:

- Lot 1 - 5 months
- Lot 2 - 6 months
- Lot 3 - 9 months