

Request Form and Terms of Reference for Third Party Consultant

Description of the assignment (Title of consultancy): Hotline Operator (2 Positions)

National or International consultant: National consultancy

Project Title: LEAPS

Period of assignment/services: 6 months (18 working days per month).

1. BACKGROUND

UNDP Lebanese Electoral Assistance and Parliament Support Project (LEAPS) has the main objective to promote democracy and human rights in Lebanon through the conduct of transparent, free and inclusive national and local elections, technical assistance to legal framework reforms and parliamentary processes as well as an important crosscutting component focused on electoral reforms and innovations, political participation and gender equality. Through a multi-component approach, the project has the intended outcomes of providing technical assistance and support in the following key electoral areas: 1) support to the electoral management and administration, 2) support to the campaign supervision and electoral monitoring, 3) enhanced electoral dispute resolution process, 4) promoting the adoption of key electoral reforms leading to enhanced participation, inclusion, and transparency, and 5) institutional support to the parliament.

In the context of preparation for the upcoming May 2026 Parliamentary Elections, the Ministry of Interior and Municipalities (MoIM) requested the support of UNDP in providing assistance to the call centre at the MoIM through recruiting operators during the pre-election and election phase.

With this activity, UNDP LEAPS seeks to spread awareness and provide electoral knowledge as well as accurate and credible information through supporting the MoIM to establish and operate an electoral call center. The project also aims at building trust and confidence in the Lebanese institutions and in the electoral processes through active and sustained engagement and a comprehensive approach targeting citizens and voters at large.

2. SCOPE OF WORK, RESPONSIBILITIES AND DESCRIPTION OF THE PROPOSED ANALYTICAL WORK

Under the supervision of the Chief Technical Advisor (CTA) and in coordination with the LEAPS team, the Hotline Operator will support project delivery through the following functions:

- 1- Respond to incoming calls from citizens and stakeholders in line with established hotline procedures, demonstrating familiarity with electoral timelines, candidate registration, and complaint-handling workflows.
- 2- Provide accurate information and guidance to citizens on verifying their voter data, whether through the DGCS/Elections website or via direct assistance, particularly during the voter registration period (1 February – 31 March).
- 3- Ensure proper follow-up by relevant officials through the use of call logs and online datasheets to track and document all interactions.
- 4- Handle all inquiries in line with the established communication protocols and standards for managing electoral hotline calls.
- 5- Maintain detailed records and reports of all calls received, including the registration and documentation of any complaints.
- 6- Prepare analytical summaries and periodic reports on the nature, frequency, and categories of calls received.

- 7- Provide additional support during the candidate registration period, ensuring timely and accurate data entry, as well as the review of candidates' documents under the supervision of the DGCS.
- 8- Support in the preparation and issuance of identification badges for observers and journalists.
- 9- Provide analytical inputs on call trends, misinformation patterns, and complaint themes to inform MoIM and UNDP's post-election communication reports.
- 10- Prepare a summary report outlining key challenges, major achievements, and recommendations identified during the election period.

3. EXPECTED OUTPUTS AND DELIVERABLES

The Consultant is expected to submit a monthly progress report undertaking the above tasks and activities under the TOR noting that the total duration should not exceed 6 months (number of working days should not exceed 18 working days per month).

4. INSTITUTIONAL ARRANGEMENTS

- With day-to-day management by the CTA or designated mandated representative(s).
- UNDP will be responsible for providing the contractor with all necessary materials related to the project in a timely thorough and transparent manner. UNDP will be also responsible to provide clarifications and facilitation of the work.
- Day to Day transportation from home to office (& vice versa) shall be covered by the Consultant's own means.

5. DURATION OF WORK

The assigned duration for this consultancy is 6 months.

- The mission is expected to commence the 1st of January 2025, and to be completed by the 30th of June 2026.
- The time needed to review/ comment/ approve deliverables and outputs is (5) five working days.

6. DUTY STATION

Hotline Operator will be based in Beirut.

7. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

I. Academic Qualifications and Years of experience:

- a. At least a High School certificate.
- b. At least 2 years of professional experience in hotline or call-center operations within Lebanese public administration or large-scale national initiatives.
- c. At least 2 years of professional experience supporting electoral operations in Lebanon, preferably in voter information, complaint management, or election-day coordination functions.

Other Assets:

- Demonstrated familiarity with electoral procedures, data confidentiality requirements, and digital call-logging or escalation systems used in national elections.
- Proven capacity to manage high-volume inquiries and apply structured reporting, escalation, and confidentiality protocols in sensitive contexts.
- Strong verbal and written communication skills in English and Arabic.

8. RECOMMENDED PRESENTATION OF OFFER

The offer of the Consultant shall include:

- o **Personal CV**, indicating all past experience from similar projects, as well as the contact details (email and telephone number);
- o **Financial Proposal that indicates the all-inclusive total price per day.**

9. SALARY

Category D. The Consultant shall be compensated for services rendered with the ToR with a monthly rate of USD 1,260 per month, based on allocation of 18 working days per month.

10. PAYMENT TERMS

The consultant shall be paid upon completion of monthly assignment, and upon submission and approval of progress reports and timesheets, each month.