

TERMS OF REFERENCE
Individual Consultant for AI and digitalization

TERMS OF REFERENCE (to be completed by the Hiring Office)	
Hiring Office:	UNFPA CO in Lao PDR
Purpose of consultancy:	<p>UNFPA, the United Nations Population Fund, is committed to ensuring every pregnancy is wanted, every childbirth is safe, and every young person's potential is fulfilled. To enhance operational efficiency and drive innovative solutions, UNFPA seeks an expert consultant in Artificial Intelligence (AI) and Digitalization to support the integration of advanced technologies into its programs and initiatives.</p> <p>This consultancy will focus on leveraging AI and digital tools to improve knowledge management, streamline processes, and enhance UNFPA's outreach and impact. This is a remote and on-site, task-specific position with payments based on the consultant's agreed daily rate.</p>
Scope of work: <i>(Description of services, activities, or outputs)</i>	<p>Under the supervision of the Communications & Partnership Team, the consultant will provide expert services in AI and digitalization to support UNFPA's strategic objectives. Responsibilities include:</p> <p>AI Integration and Development:</p> <ul style="list-style-type: none"> ● Identify opportunities for AI applications within UNFPA programs, including data analysis, predictive modeling, and chatbot development for client engagement. ● Develop and implement AI-powered tools to enhance efficiency in communication, reporting, and knowledge management. <p>Digitalization Strategy:</p> <ul style="list-style-type: none"> ● Assess and recommend digital tools and platforms to streamline workflows and improve data management in line with UNFPA policies ● Support the digital transformation of UNFPA processes <p>Knowledge Management and Capacity Building:</p> <ul style="list-style-type: none"> ● Design and implement AI-driven solutions for improved knowledge sharing and institutional memory. ● Provide training to UNFPA staff on the use of AI tools and digital platforms. ● Develop user-friendly guidelines and materials to facilitate the adoption of AI and digital tools. <p>Innovation and Program Support:</p> <ul style="list-style-type: none"> ● Explore and propose innovative digital solutions to advance youth and adolescent-focused programs. ● Support the development of interactive, digital resources for advocacy and outreach. ● Document and evaluate the impact of digital and AI solutions implemented during the consultancy.
Duration and working schedule:	11 months from start of contract date

Place where services are to be delivered:	UNFPA Lao PDR - Vientiane
Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):	Deliverables will be submitted electronically and include comprehensive documentation of AI and digitalization tools developed or recommended. UNFPA will retain full copyright for all tools, reports, and materials produced under this consultancy.
Monitoring and progress control, including reporting requirements, periodicity format and deadline:	The consultant will provide regular updates and progress reports to the Communications & Partnership Team. Each deliverable will be reviewed and approved based on agreed timelines and quality standards.
Supervisory arrangements:	The tasks and products will be supervised by UNFPA's Communications & Partnership team.
Expected travel:	No travel required
Required expertise, qualifications and competencies, including language requirements:	<p>Education:</p> <ul style="list-style-type: none"> Advanced university degree in computer science, information technology, data science, or a related field. <p>Experience:</p> <ul style="list-style-type: none"> A minimum of three years of professional experience in AI development, digital transformation, or related fields. Proven experience implementing AI solutions and digital tools in development or humanitarian contexts. Previous experience with UN agencies or international organizations is an asset. <p>Languages:</p> <ul style="list-style-type: none"> Proficiency in English. Knowledge of Lao is an asset. <p>Competencies:</p> <ul style="list-style-type: none"> Strong expertise in AI technologies, including machine learning, natural language processing, and predictive analytics. Proficiency in digital tools and platforms for knowledge management, data visualization, and process automation. Proven ability to develop user-friendly digital solutions for non-technical audiences. Strong problem-solving skills and the ability to adapt to emerging challenges. Excellent communication and training skills, with experience in capacity-building initiatives. Demonstrated ability to work independently and meet deadlines in a remote setting. Familiarity with UNFPA's mandate and focus areas, such as gender equality, youth empowerment, and reproductive health, is an asset.
Inputs / services to be provided by UNFPA or	UNFPA will provide access to relevant data, systems, and tools required for the consultancy.

<p>implementing partner (e.g support services, office space, equipment), if applicable:</p>	<p>Technical guidance and support from UNFPA's Communications & Partnership Team.</p>
<p>Other relevant information or special conditions, if any:</p>	<ul style="list-style-type: none"> ● Payments will be processed in local currency and transferred to the consultant's bank account upon satisfactory delivery of outputs. ● Payments will align with the consultant's daily rate and task-specific agreements. ● The consultant is expected to adhere to UNFPA's ethical and confidentiality standards
<p>Date:</p>	