User-Centred Energy Systems

**INVITATION TO TENDER FOR SECRETARIAT SUPPORT SERVICES**

Invitation to Tender (ITT) for secretariat services for the User-Centred Energy Systems Technology Collaboration Programme by the International Energy Agency

**Deadline for Tender Responses: 10 December 2020**

The User-Centred Energy Systems Technology Collaboration Programme ("UsersTCP") wishes to commission secretariat services for the period 01 January 2021 to 30 June 2023, with an option to extend to 28 February 2025.

Please register your interest in submitting a tender for this work by emailing the TCP Head of Secretariat, Samuel Thomas, at s.thomas@userstcp.org. This will ensure you receive immediate notification of updates to the ITT process or answers to questions raised by potential bidders.

**Tender timeline**

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|---|---|
| Tender issued | 18 November 2020 |
| Tender deadline | 10 December 2020 |
| Bidders notified of outcome | 17 December 2020 |
| Contract start date | As soon as possible after 01 January 2021 |

You will not be entitled to claim from the Users TCP any costs or expenses that you may incur in preparing your tender whether or not your tender is successful.

**Declaration of conflicts of Interest**

Bidders are required to declare any conflicts of interest. Conflict of interest is defined as the presence of an interest or involvement of the contractor which could affect the actual or perceived impartiality in carrying out the role.

Where any conflicts are identified, the bidder is encouraged to propose mechanisms for managing these in the proposal. These mechanisms can be discussed in advance of submitting the tender with the Head of Secretariat.

**The User-Centred Energy Systems TCP**

The UsersTCP has gone through a period of review and renewal resulting in the granting of a new mandate from the IEA from 1 March 2020 to 28 Feb 2025. This is an exciting period of growth for the TCP, which has been challenged by the IEA to be ambitious in delivering its Vision and Mission within the IEA TCP family.

The Users TCP's **Vision** is to be the world-leading international collaboration platform for policy-relevant socio-technical research on user-centred energy systems.

The Users TCP's **Mission** is to provide evidence from socio-technical research on energy use and production, to inform policy making for clean, efficient and secure energy transitions.

In light of this renewed mandate, and the ambition of the TCP, we are looking for someone who can support the Executive Committee and the Head of Secretariat through the provision of high-quality administrative support by:

- co-ordinating and maintaining the central administrative and financial structure of the TCP; and
- ensuring members have access to all functions and information they require in order to maximise the return on investment of their membership.

For further information please consult the [Users TCP website](#).

**Working Arrangements**

In the Secretariat Support role, you will work with and report to the Users TCP Head of Secretariat (Operating Agent).

You will form part of the Executive Steering Committee (Chair, Vice-Chair Finance, Vice-Chair Communications, Operating Agent and Secretary), and will support the Executive Committee (ExCo) and Annex Operating Agents.

**Skills and experience**

- Minimum five years' experience in an administrative support role.
- Broad knowledge of IEA TCP structures and requirements.
- Advanced knowledge of accounting procedures.
- Strong IT skills - advanced user of Excel and ability to produce financial reports in Word.
- Working knowledge of Microsoft 365 Admin Center including email, Teams, user management, etc
- Experience with website management (Wordpress) and domain management.

**Specific Responsibilities**

Administration
- Assist with the arrangements of meetings, dissemination of papers, meeting attendance, preparation of minutes and other tasks as required.

- Maintain access to required support services in the TCP's name including website hosting, Mailchimp, Twitter, Microsoft, Gmail etc.
- Maintain a central repository for TCP document storage and operating procedures required for any future knowledge transfer, regularly updating the data as required.
- Ensure the TCP maintains its legal requirements with the IEA regarding changes to delegates and Annex memberships, keeping a record of all formal communication.
- Provide a point of contact for general enquiries from members and non-members, replying in a timely manner.
- Manage the TCP's DOI registration of all publications, reviewing submissions, ensure the Master List is accurate and up-to-date, and quarterly payments processed.

## Communication Strategy

- Assist in the management of the TCP communication strategy by maintaining the TCP website ensuring it is up-to-date and relevant for members.
- Promote the outcomes of the TCP and Academy webinars to members and others through the use of social media (Twitter, Linkedin), Newsletters and email blasts (Mailchimp) and regular email communication.
- Maintain access and requirements of the various Digital Asset Management platforms including website hosting (VentraIP), website support and maintenance, Crossref (DOI registration), Twitter, Mailchimp, Microsoft Office 365 (Email, Teams, etc). Review regularly to ensure these platforms are up-to-date, cost effective and fit for purpose.
- Ensure TCP branding requirements are included on all publications and communication outputs from the TCP and Annexes, newsletters, social media – working with a graphic designer where required.

## Finance

- Maintain the TCP's accounting records ensuring accuracy and integrity of the data.
- Liaise with the Vice-Chair Finance for the approval and payment of creditors.
- Issue annual membership invoices to nominated Contracting Party delegates and follow-up where required.
- Provide regular financial reports as required, including actual expenditure against current budget.
- Assist with creation of annual budgets.

**Budget**

The costs incurred by the appointed contractor to act as Operating Agent will be paid by the Users TCP up to a maximum of €32,000 per full calendar year. In addition, travel and

subsistence will be paid in accordance with OECD rules. This includes reimbursement of economy class airfares and a per diem allowance to cover all other costs.

Contractors for this part-time role should provide a day rate at which costs will be reimbursed and the number of days required to perform the core functions listed above.

**Annual review**

The post will be subject to a probation period of six months. An annual review will take place with the Head of Secretariat. The notice period for the contract shall be six months by either party.

**Required content of the proposal**

The proposal should be structured in a logical way and contain the following information:

- A description of your qualifications and experience to provide the services required.
- CV(s) of the proposed person(s) carrying out the services.
- A statement of your day-rate and confirmation that you can fulfil the duties within the budget over the course of the year.
- Names and contact details of two referees from organisations in which you have provided similar services in the past five years.

Note that tenderers are welcome to indicate any areas of concerns or raise any comments that they would like resolved in any pre-contractual negotiations with the preferred supplier.

**Proposal evaluation**

Proposals will be evaluated against the following criteria:

- 40% Cost
- 15% Administrative experience and expertise
- 30% Finance and accounting experience and expertise
- 10% Communications experience and expertise
- 5%   TCP knowledge