

Terms of Reference

National Consultancy: IT Specialist for Disability Identification and System integration for Family Package within the Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY)

Contract modality: Consultant contract ☒ or Individual Contractor ☐

Section: Policy and Public Finance for Children

Duty station: [Phnom Penh, Cambodia] ☒ , home-based ☐ , or hybrid ☐

Duration: 11.5 months, from 1 July 2022 to 15 June 2023

1. Background

In 2016, the Ministry of Social Affairs, Veterans and Youth Rehabilitation (MoSVY) launched disability identification for Disability Allowance Programme that is poverty-targeted and focused on the poor households with persons with disabilities identified through a functional questionnaire administered by trained commune/sangkat focal points. However, the coverage of the Disability Allowance Programme remained low due to outdated data collection method and overall low capacity of the commune focal points to undertake proper disability identification.

In 2020, MoSVY has launched the national Social and Rights-Based Disability Identification mechanism for all people with disability in Cambodia, using digitalized data collection approach implemented by trained commune/sangkat focal points, with data management established through web-based Disability Management Information System (DMIS). This has resulted in more than 200,000 of people with disability identified. The disability identification data will be used for the targeting of the social assistance programmes, particularly the Cash Transfer Programme for Persons with Disabilities envisaged under the recently developed Family Package Programme.

With the recent approval of family package programme concept notes by the Executive Committee for the National Social Protection Councils to integrate four cash transfer programmes, the Cash Transfer Programme for Pregnant Women and Children under 2 years, the Cash Transfer programme for Elderly people, the Cash transfer programme for persons with disabilities, and the scholarship programme. The newly established National Social Assistant Fund (NSAF), NSAF will be the lead implementing institution for coordination the implementation and monitoring of the family package, using App/MIS cash delivery and M&E App/MIS system of CTPWC as the main system integration for all components of the family package, including Disability Management Information System. Therefore, there is a strong need for IT specialized support for upgrading and supporting the implementation of DMIS, system based covid-19 vaccination monitoring of the people with disability, and integration of disability data for family package rollout.

2. Purpose

The purpose of this consultancy amendment is to provide IT Specialist to MoSVY in 1) supporting of an upgrading of current DMIS system for system based direct printing and reporting 2) provide technical solution to the covid-19 vaccination monitoring App/MIS of the DMIS and its reporting, 3) work closely with IT team for the family package development to support the integration of DMIS data of people with disability 4) building capacity for MoSVY to the manage trouble shooting on App/MIS system of DMIS and additional function of covid-19 vaccination monitoring.

3. Work Assignment

The key assignments for the consultancy include:

App and System Design

- Review existing designs of the system and prepare plan for modification
- Contribute and assist on with design of new MIS frontend, API interfaces, payment gateways, and other relevant backend functions.
- Provide technical inputs for mobile applications the mobile app development team members in the Family Package program.
- Adjust the DIP Cambodia mobile app design based on approved requests and requirements.
- Develop new, and modify existing wireframes, and work on other prototypes as required.
- Contribute and collaborate on prototyping, mock-ups, UX, and UI.
- Design architecture of integrating DMIS and Family Package systems and datasets in a secure manner.
- Document frequent questions and prepare guiding question for help desk team
- Develop user-friendly App manual

Coding

- Evaluate, improve, modify, and add additional features and functionality to the MIS frontend, backend functions, and API endpoints.
- Plan and design secure APIs for their payment gateways.
- Plan and design secure APIs of DMIS for data synchronization.
- Oversee the translation of existing CTP, Covid-19, and DMIS conditions into coded algorithms on new Family Package systems.
- Design the database schema for the Family Package with reference to the existing DMIS database, and Covid-19 requirements.
- Design and implement secure systems that utilize a multitude of real-time transactions.
- Develop operations and security of all system components.
- Write unit tests, perform QA, and write clear and concise comments in all code.
- Work with a code repository and operate on a development and production platform.
- Clearly document all aspects of your work.
- Provide guidance and assistance to MoSVY IT team members.

Management

- In coordination with UNICEF and MoSVY develop and execute work plans.
- Estimate time and resources required to perform particular tasks.
- Understand complex timelines, meet milestones, and contribute to project success.
- Work with 3rd party teams to test components of the system.

Training and Technical Support

- Roll-out training to National and Provincial focal points.
- Provide technical support and coaching to IT team members to identify and solve user issues during launch phase of the Family Package Programme

4. Child Safeguarding

Is this project/assignment considered as “[Elevated Risk Role](#)” from a child safeguarding perspective?

☐ YES ☒ NO

If YES, check all that apply:

▪ **Direct contact role** ☐ YES ☒ NO

If yes, please indicate the number of hours/months of direct interpersonal contact with children, or work in their immediately physical proximity, with limited supervision by a more senior member of personnel:

- **Child data role** ☐ YES ☒ NO

If yes, please indicate the number of hours/months of manipulating or transmitting personal-identifiable information of children (name, national ID, location data, photos):

5. Qualifications or Specialized Knowledge/Experience Required

Qualifications and Experience

- ☐ Academic qualification at University level in business & IT, digital systems or other relevant subjects
- ☐ At least 5 years of professional experience in DevOPS, PHP, React and Javascript
- ☐ At least 3 years of progressive experience working with systems design and/or systems management

Knowledge and Skills

- ☐ Proven ability to manage development environment and production systems
- ☐ Proven knowledge and understanding of operational systems, applications, you designed and/or contribute code
- ☐ Proven experience on complex database structures and IT infrastructure (IPv4 networks and subnets, Routing, Firewalls, Switch networks, Virtual machines, Hypervisors)
- ☐ Solid knowledge about virtualization technologies

Competencies of Successful Candidate

- ☐ Communication
- ☐ Working with people
- ☐ Drive for results
- ☐ Applying technical expertise

Languages

- ☐ Fluency in spoken and written Khmer and English

6. Location

The consultant is expected to work in country and full-time and be based in the MoSVY Office. Anticipated travel to provinces for a total of 30 days during the contract duration.

7. Duration

The consultant is expected to work for a period of 11.5 months (239 working days), with an expected starting date of 1 July 2022 until 15 June 2023. The indicative schedule of the work assignments with specific timelines is mentioned in "8. Deliverables."

8. Deliverables

The indicative schedules of the work assignments with specific timelines are in the below table:

<i>Deliverables and descriptions</i>	<i>Estimated number of working days</i>	<i>Due date</i>
<u>Deliverable 1: Report on Workplan for completing assignments</u> 1.1 Monthly Work Plan for delivery 1(maximum two pages) 1.2 Progress report (maximum three pages) <ul style="list-style-type: none"> <input type="checkbox"/> Report on plan for modification of existing system designs <input type="checkbox"/> Report on design of new MIS frontend, API interfaces, payment gateways, and other backend functions. <input type="checkbox"/> Report on exporting disability data for supporting international consultant on disability data analysis and reporting 	20 days	By July 31, 2022
<u>Deliverable 2: Report on DMIS system integration with the family package App/MIS system</u> 2.1 Monthly Work Plan for delivery 1(maximum two pages) 2.2 Progress report (maximum three pages): <ul style="list-style-type: none"> <input type="checkbox"/> Report on clean disability data for supporting international consultant on disability data analysis and reporting <input type="checkbox"/> Report on progress of mobile applications the mobile app development of Disability Identification App and the Family Package programme. <input type="checkbox"/> Final report of design mobile app design for the Family Package 	23 days	By August 31, 2022
<u>Deliverable 3: Report on system integration with the family package App/MIS system</u> 3.1. Monthly Work Plan for delivery 1(maximum two pages) 3.2. Progress report (maximum three pages): <ul style="list-style-type: none"> <input type="checkbox"/> Report on modification of existing wireframes, and relevant prototypes for the Disability Identification and Cash Transfer Programme <input type="checkbox"/> Final report on architecture of integrating DMIS and Family Package systems and datasets in a secure manner. 	20 days	By Sept 30, 2022
<u>Deliverable 4: Report on update App of DMIS, App family package, and covid-19 vaccination monitoring of PWDs</u> 4.1. Monthly Work Plan for delivery 1(maximum two pages) 4.2. Progress report (maximum three pages): <ul style="list-style-type: none"> <input type="checkbox"/> Report on progress of App of Family Package systems <input type="checkbox"/> Draft report of user-friendly App manual of Family Package App system <input type="checkbox"/> Report on mock-ups, UX, and UI of Family Package 	21 days	By October 31, 2022
<u>Deliverable 5: Report on update App of DMIS, family package, and covid-19 vaccination monitoring of PWDs</u> 5.1. Monthly Work Plan for delivery 1(maximum two pages) 5.2. Progress report (maximum three pages): <ul style="list-style-type: none"> <input type="checkbox"/> Report on final App of Family Package systems <input type="checkbox"/> Report on draft user-friendly manual of Family Package 	19 days	By November 30, 2022

<i>Deliverables and descriptions</i>	<i>Estimated number of working days</i>	<i>Due date</i>
<u>Deliverable 6: Report on update App of DMIS, family package, and covid-19 vaccination monitoring of PWDs</u> 6.1. Monthly Work Plan for delivery 1(maximum two pages) 6.2. Progress report (maximum three pages): <ul style="list-style-type: none"> <input type="checkbox"/> Report on draft training materials for App of Family Package systems <input type="checkbox"/> Report on video training of App of the family package 	22 days	By Dec 31, 2022
<u>Deliverable 7: Report on training implementation status of the Family Package system</u> 7.1. Monthly Work Plan for delivery 1(maximum two pages) 7.2. Progress report (maximum three pages): <ul style="list-style-type: none"> <input type="checkbox"/> Report on national training of trainers of Family Package system <input type="checkbox"/> Report on provincial/district training of trainers of Family Package system 	21 days	By Jan 31, 2023
<u>Deliverable 8: Report on training implementation status of the Family Package system</u> 8.1 Monthly Work Plan for delivery 1(maximum two pages) 8.2 Progress report (maximum three pages): <ul style="list-style-type: none"> <input type="checkbox"/> Progress Report on commune/sangkat/health training of Family Package system 	20 days	By Feb 28, 2023
<u>Deliverable 9: Report on training implementation status of the Family Package system</u> 9.1 Monthly Work Plan for delivery 1(maximum two pages) 9.2 Progress report (maximum three pages): <ul style="list-style-type: none"> <input type="checkbox"/> Progress Report on commune/sangkat/health training of Family Package system 	23 days	By March 31, 2023
<u>Deliverable 10: Report on the implementation status of the Family Package system</u> 10.1 Monthly Work Plan for delivery 1(maximum two pages) 10.2 Progress report (maximum three pages): <ul style="list-style-type: none"> <input type="checkbox"/> Report on final modification and adjustment of the App of Family Package <input type="checkbox"/> Draft report on helpdesk manual of frequent question and guiding answers for national and sub-national helpdesk officials 	18 days	By April 30, 2023
<u>Deliverable 11: Report on the Helpdesk manual and training</u> 11.1 Monthly Work Plan for delivery 1(maximum two pages) 11.2 Progress report (maximum three pages): <ul style="list-style-type: none"> <input type="checkbox"/> Training on helpdesk manual to all helpdesk officials <input type="checkbox"/> Report on documentation of the project <input type="checkbox"/> Report on coaching on the implementation 	21 days	By May 31, 2023
<u>Deliverable 12: Report on the implementation status of the family package system and final documentation</u>	11 days	By June 15, 2023

<i>Deliverables and descriptions</i>	<i>Estimated number of working days</i>	<i>Due date</i>
12.1 Monthly Work Plan for delivery 1(maximum two pages) 12.2 Progress report (maximum three pages): <input type="checkbox"/> Final report of all documents submitted to MoSVY <input type="checkbox"/> Report on orientation of design, coding and relevant solution to MoSVY IT team		
TOTAL	239 days	

9. Reporting Requirements

This assignment requires the Consultant to produce work plans for each deliverable output and progress reports (maximum three pages) in English against the above objectives and activity plan and submit them to MoSVY and UNICEF.

10. Payment Schedule linked to deliverables

Payment terms in relation to key deliverables are specified in “Deliverables section”. The payment is made on deliverable output basis upon the submission and approval of the progress report and workplan of the following deliverable output.

Payment will be made upon delivery of products and full and satisfactory completion of the assignment:

- 8% upon satisfactory completion of deliverable 1
- 9% upon satisfactory completion of deliverable 2
- 7% upon satisfactory completion of deliverable 3
- 8% upon satisfactory completion of deliverable 4
- 8% upon satisfactory completion of deliverable 5
- 8% upon satisfactory completion of deliverable 6
- 8% upon satisfactory completion of deliverable 7
- 8% upon satisfactory completion of deliverable 8
- 10% upon satisfactory completion of deliverable 9
- 8% upon satisfactory completion of deliverable 10
- 8% upon satisfactory completion of deliverable 11
- 10% upon satisfactory completion of deliverable 12

** The fees shall be calculated based on the days estimated to complete the assignment in the Terms of Reference and shall be considered the maximum compensation as part of a lump sum contract and agreed on a work plan for submission of deliverables. No additional fees shall be paid to complete the assignment. Payment will be made upon delivery of all final products and full and satisfactory completion of the assignment.*

11. Administrative Issues

The consultant shall be required to include the cost of in-country travel in the financial proposal. Travel cost shall be calculated based on economy class travel, regardless of the length of travel. Costs for accommodation, meals and incidentals shall not exceed applicable daily subsistence allowance (DSA) rates, as promulgated by the International Civil Service Commission (ICSC). Access to UNICEF office and internet will be provided by UNICEF based on need and availability.

12. Contract supervisor

The consultant will work under the supervision of the Social Policy Specialist. Compliance with the ToR and timely delivery of the expected deliverables will be closely monitored. Upon completion of work assignments, the supervisor will evaluate the consultant's work, certify relevant documents and process/follow-up on the payments.

13. Nature of 'Penalty Clause' to be Stipulated in Contract

Unsatisfactory performance: In case of unsatisfactory performance the contract will be terminated by notification letter sent five (5) business days prior to the termination date in the case of contracts for a total period of less than two (2) months, and ten (10) business days prior to the termination date in the case of contracts for a longer period

Performance indicators: Consultants' performance will be evaluated against the following criteria: timeliness, quality, and relevance/feasibility of recommendations for UNICEF Cambodia.

14. Submission of applications

Interested candidates are kindly requested to apply in and upload the following documents:

- Letter of Interest (cover letter)
- CV or Resume
- Performance evaluation reports or references of similar consultancy assignments (if available)
- Financial proposal: All-inclusive lump-sum cost including:
 - Consultancy daily/monthly fee
 - International travel to/from Cambodia (if applicable). The travel cost shall be based on the most direct and economy fare
 - In-country travel for 50 days, per-diem to cover lodging, meals and any other cost associated to take over the full assignment
 - Medical insurance (health and accidental death, medical evacuation) for the entire duration of the contract.

15. Assessment Criteria

The contract shall be awarded to a candidate obtaining the highest combined technical and financial scores, subject to the satisfactory result of the verification interview. A two-stage procedure shall be utilised in evaluating proposals, where the evaluation of the technical proposal will be completed prior to any price proposal being reviewed and compared. The Cumulative Analysis Method (weight combined score method) will be used for evaluation and selection in this process.

- a) Technical Qualification (max. 100 points) weight 70 %
 - ☐ Academic qualification at the Master's level in the relevant fields (20 points)
 - ☐ Professional experience in social protection, social assistance (50 points)
 - ☐ Knowledge, skills, competencies and languages (30 points)
- b) Financial Proposal (max. 100 points) weight 30 %. The maximum number of points shall be allotted to the lowest Financial Proposal that is opened /evaluated and compared among those technically qualified candidates who have attained a minimum 70 points score in the technical evaluation. Other Financial Proposals will receive points in inverse proportion to the lowest price.