

TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANTS AND CONTRACTORS

| Title | Type of engagement | Duty Station: |
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| Social Cash Transfer MIS Technical Advisor | <input type="checkbox"/> Consultant <input type="checkbox"/> Individual Contractor Part-Time <input checked="" type="checkbox"/> Individual Contractor Full-Time | Lusaka, Zambia based in HQ Ministry of Community Development and Social Services |
| <p>Purpose of Activity/Assignment:</p> <p>Provide technical support and backstopping for the implementation of the ZISPIS II at all levels district, province and national including the transition and migration of the current SCT MIS to a cloud-based system (ZISPIS II), as well as support the development of add-ons for the ZISPIS II including the data needs flowing from Emergency Cash Transfers implemented by the MCDSS.</p> | | |
| <p>Scope of Work:</p> <p>Since 2003, the Ministry of Community Development and Social Services (MCDSS) has been implementing the Social Cash Transfer (SCT) programme. In 2010, based on the demonstrated programme impact, government took a policy decision to scale up the SCT programme to national level. Since 2010, the SCT programme has undergone a nationwide scale-up to all 117 districts covering over 887,759 households and the Government plans to further increase the caseload to an estimated case load of 960,000</p> <p>In the recent years, the architecture of the information systems supporting the SCT Programme has been at the center of attention of MCDSS's efforts to build a more efficient, better integrated and more accountable SCT implementation environment. Prior to the clarification and subsequent development of an integrated cloud-based system, multiple functions sat on multiple systems both offline and online, including the SCT Management Information System (SCT-MIS) and the Zambia Integrated Management Information System (ZISPIS). In 2020, the MCDSS has adopted an AGILE software development approach in order to defragment and integrate the various information management functions of the SCT programme. The Management Information Systems for the SCT programme has undergone consolidation including the re-engineering of the beneficiary registration and enrollment applications and systems modules, the grievance mechanism module, the review of the Proxy Means Test and its system application, the introduction of new M&E functions, the integration with the payment and financial management systems, the linkages to other social protection systems through Cash Plus frameworks and the Single Window Initiative into an integrated system.</p> <p>As the SCT-MIS development and integration reaches the final consolidation stage, the project continues to require a full-time dedicated IT expert to support MCDSS in guiding and implementing the system migration, integration, updates and data management provisions.</p> <p>Objective of the assignment:</p> <p>The objective of the assignment is to support the MCDSS in guiding and implementing the system migration, integration, and capacity building of Ministry staff.</p> <p>Scope of work:</p> <p>The tasks for the assignment are the following:</p> <ul style="list-style-type: none"> • Provide technical assistance to ensure the smooth implementation and backstopping of the SCT MIS at national and all sub levels. • Support capacity building of field officers to work with the SCT MIS and ZISPIS. • Support the development of add-ons for the SCT MIS including the reengineering of the beneficiary enrolment mobile app and corresponding MIS module; for the SCT grievance mechanism; for the Emergency Cash Transfer; for the 1000 Days in SCT pilot; for the new M&E Functions; for the review of the Proxy Means Text; | | |

for the integration with other systems and platforms, especially NAVISION and Single Window systems once they begin development.

- Support the migration of the current SCT MIS to the integrated ZISPIS II.
- Train the Ministry in the application of AGILE software development and provide technical assistance to the operations of the AGILE project team.

The consultant will be embedded in HQ of the Ministry of Community Development and Social Services, in the Department for Social Welfare, where they will work closely with the SCT unit. The consultant will be directly supervised by UNICEF in close collaboration with the MCDSS Director Social Welfare and the managers of the SCT unit. MCDSS will provide a work station, while UNICEF will provide a laptop. Candidates should provide an all-inclusive fee proposal which includes a monthly talktime allowance of K300. If the consultant's assignment requires travel outside of the duty station, MCDSS will provide transport and apply Government DSA rates.

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):

More information is available in the [Child Safeguarding SharePoint](#) and [Child Safeguarding FAQs and Updates](#)

| Work Assignment Overview | | | |
|--|---|---|---------------------------------|
| Tasks/Milestone: | Deliverables/Outputs: | Timeline | Estimate Budget |
| Develop work plan outlining ISs capacity development agenda and perfective maintenance agenda | 11-months workplan | 20.01.2022 | 9% |
| Ensure that all defined sub-modules for the grievance redress module are developed and functional | Report on grievance module functionality including grievance reports | 20.02.2022 | 9% |
| Ensure that all defined sub-modules for the 1000 days SCT pilot module are developed and functional | Report on 1000 days module functionality including registration, enrolment, PMT, payments and reports | 20.03.2022 | 9% |
| Ensure that all defined sub-modules for cross-cutting M&E module are developed and functional | Report on M&E module including generation of quarterly reports on key performance indicators | 20.04.2022 | 9% |
| Ensure that all defined sub-modules for the communications module are developed and functional | Report on communications module functionality | 20.05.2022 | 9% |
| Support the ZISPIS training to ensure full practical competency exists in District Staff | District training report | 20.06.2022 | 9% |
| Support the ZISPIS training to ensure full practical competency exists in Provincial Staff | Provincial training report | 20.07.2022 | 9% |
| Support the ZISPIS training to ensure full practical competency exists in National Staff | HQ training report | 20.08.2022 | 9% |
| Ensure that Data Center for the ZISPIS is adequately equipped with disaster response mechanism | Report on data center for ZISPIS | 20.09.2022 | 9% |
| Ensure the Disaster Recovery Center for the ZISPIS is functional | Report of disaster recovery center | 20.10.2022 | 9% |
| Final report on the consultancy, including lessons learned during the consultancy and recommended next steps | Final report | 20.11.2022 | 10% |
| Supervisor: <i>Chief Social Policy and Research</i> | Start Date: <i>02.01.2022</i> | End Date: <i>30.11.2022</i> | Number of Days (working) |

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| <p>Minimum Qualifications required:</p> <p><input type="checkbox"/> Bachelors <input checked="" type="checkbox"/> Masters <input type="checkbox"/> PhD <input type="checkbox"/> Other</p> <p>Enter Disciplines Computer science, information technology, telecommunications or related field;</p> | <p>Knowledge/Expertise/Skills required:</p> <ul style="list-style-type: none"> • At least 5 years of relevant professional work experience in data and information management with either government, private sector or Non-Governmental Organizations; • Experience and knowledge on CS-PRO, Microsoft Visual Studio, NET /SQL Server 2008 systems development environment; systems integration; internet, mobile and web-based technologies; • Experience in strengthening and integrating management information systems, managing MIS-support activities, migrating offline to cloud-based MIS systems and managing data integrity, data protection and data reconciliation processes across multiple platforms; • Demonstrated ability to provide training and capacity building, including technology tools for policy use; • Familiarity with the background and rationale of the Social Cash Transfer scheme or other social assistance programmes; • Excellent communication and interpersonal skills, and fluency in English; knowledge of any main local languages will be added advantage (Nyanja, Bemba, Tonga, Lunda, Luvale, Kaonde, Lozi). |
| <p>Administrative details:</p> <p>Visa assistance required: <input type="checkbox"/></p> <p>Transportation arranged by the office: <input type="checkbox"/></p> | <p><input type="checkbox"/> Home Based <input checked="" type="checkbox"/> Office Based:</p> <p>If office based, seating arrangement identified: <input checked="" type="checkbox"/> (at Ministry)</p> <p>IT and Communication equipment required: <input checked="" type="checkbox"/></p> <p>Internet access required: <input type="checkbox"/></p> |